

Processing a Complaint (Main Process)

Source: Designed by Farid El Masri, adjusted by Martin Roshkev

Transfer the following verbal description into an EPC:

- a) At receipt of a customer complaint, the customer service agent verifies if the complaint information (such as original invoice, description of the failure report, serial number etc.) sent by the customer is complete. The system used is the customer relationship management module (CRM).
- b) If the information is incomplete, the customer service agent requests the missing information. If the customer has still not sent the necessary information, the complaint is declined by the customer service agent.
- c) In the other cases, the customer service agent holds enough information to process the complaint.

