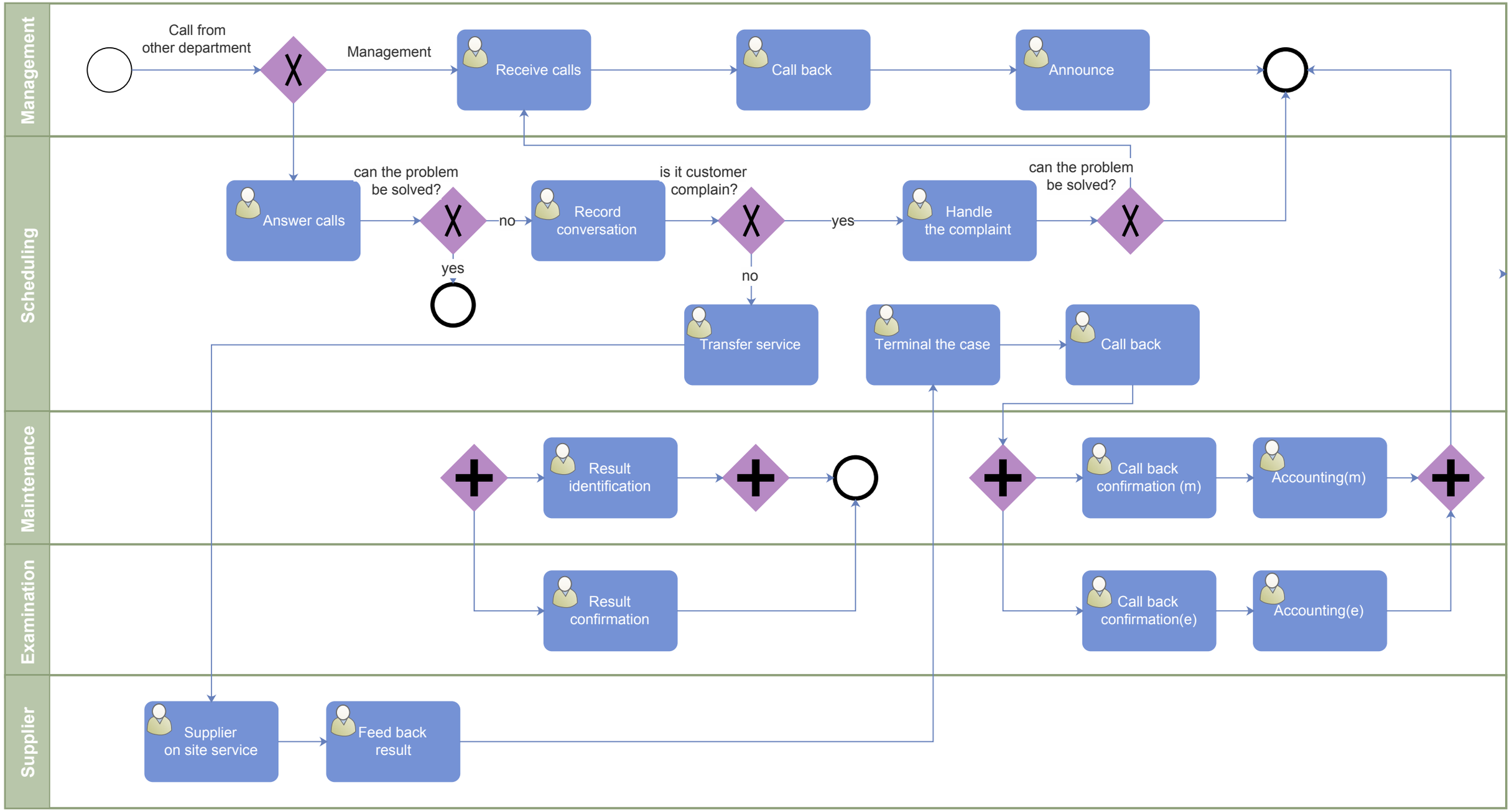
Management
Scheduling
Maintenance
Examination
Supplier
Call from
other department
Management
Receive calls
Call back
Announce
Answer calls
can the problem
be solved?
no
yes
Record
conversation
is it customer
complain?
yes
no
Handle
the complaint
can the problem
be solved?
Transfer service
Terminal the case
Call back
Result
identification
Call back
confirmation (m)
Accounting(m)
Result
confirmation
Call back
confirmation(e)
Accounting(e)
Supplier
on site service
Feed back
result