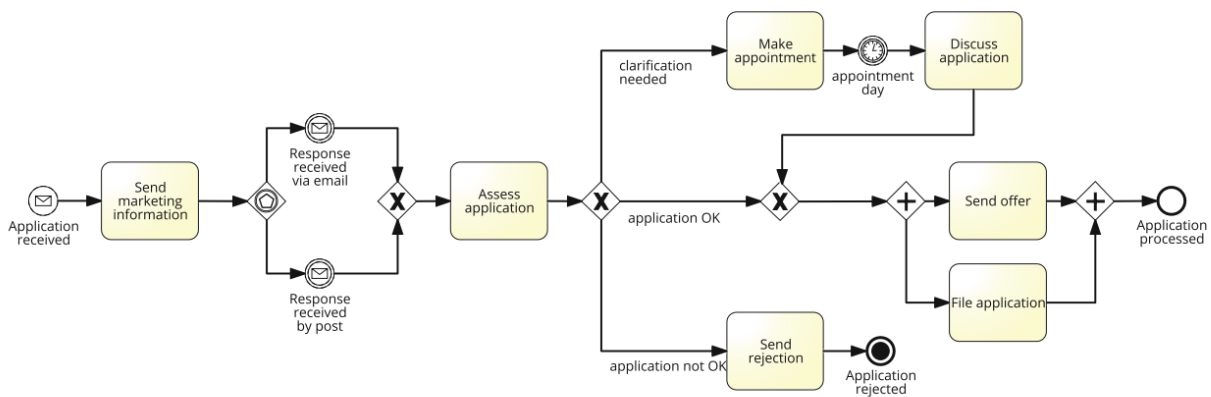


BMGT 1000: Advanced Business Processes

Assignment 1: Sales Process of a B2B provider

Consider the model for the sales process of a business-to-business (B2B) service provider below. When a potential client submits an application, the process begins. A list of available services is then sent to the client. A response from the client is expected via email or postal mail. A decision is made regarding the next action once the response is received. A meeting can be scheduled with the client to discuss the service options in person, or the application can be accepted. There is also the possibility of it being rejected right away. If the application is accepted, the client is sent an offer and the application is filed simultaneously. Upon rejection, the client receives a thank-you note. An appointment is made if necessary, and the application is discussed with the client at the time of the appointment. Once the application has been accepted, the process continues as if it had been accepted immediately.

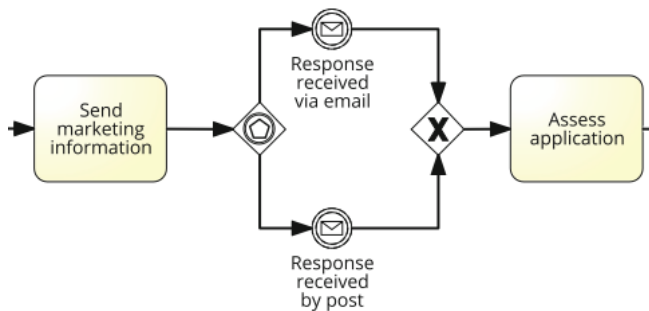


Note:

- Please submit your assignment in either Word or PDF format.
- You will need to create an account on a modeling tool.
 - [List of recommended free modeling apps](#)
 - [Lucidchart](#) is recommended for this. A good starting point on Lucidchart is to search for BPMN templates. Please save your model into an image file and include the image file in your final submission.

Refer to the assignment description above and

1. Identify and list all:
 - i. Events
 - ii. Activities
 - iii. Gates (please specify the gate type)
2. Consider the process from 'Send marketing information' to 'Assess application' activities. Complete the model by adding the control-flow and data aspects required for execution. Please use one of the recommended tools (referred to in the note section above) to draw your model first.

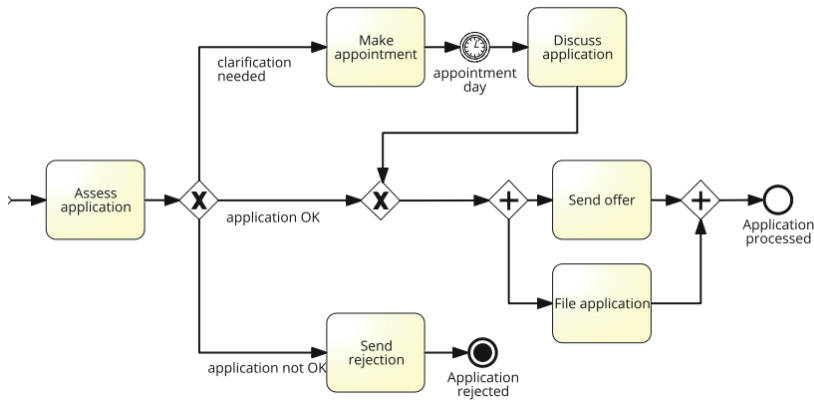


Please include both the new model and a description of why you chose the flow in your diagram.

Hint:

- a. Consider using additional event types (For example wait for x amount of time before considering discarding the application)
- b. Consider conditions by which we can end the entire process earlier than expected.

3. Consider the process from 'Assess application' to its end event (EXCLUDING 'SEND OFFER' AND 'FILE APPLICATION' ACTIVITIES). Complete the model by adding the control-flow and data aspects required.

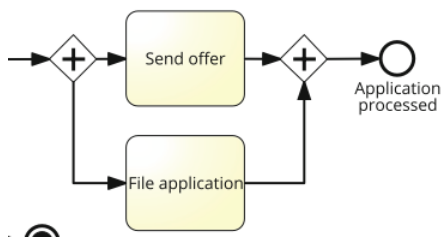


Please include both the new model and a description of why you chose the flow in your diagram.

Hint:

- Consider new activities (example: recommendations)
- Consider data objects that can be shared across multiple activities

4. Consider the process during the 'Send offer' and 'Process application'. Bring this portion of the process to a more granular level that is adequate to execute.



Please include both the new model and a description of why you chose the flow in your diagram.

Hint:

- Think about other processes that might involve Offers.
- Think about subprocesses you would introduce to handle revocations/disputes. Include objects within your subprocess.