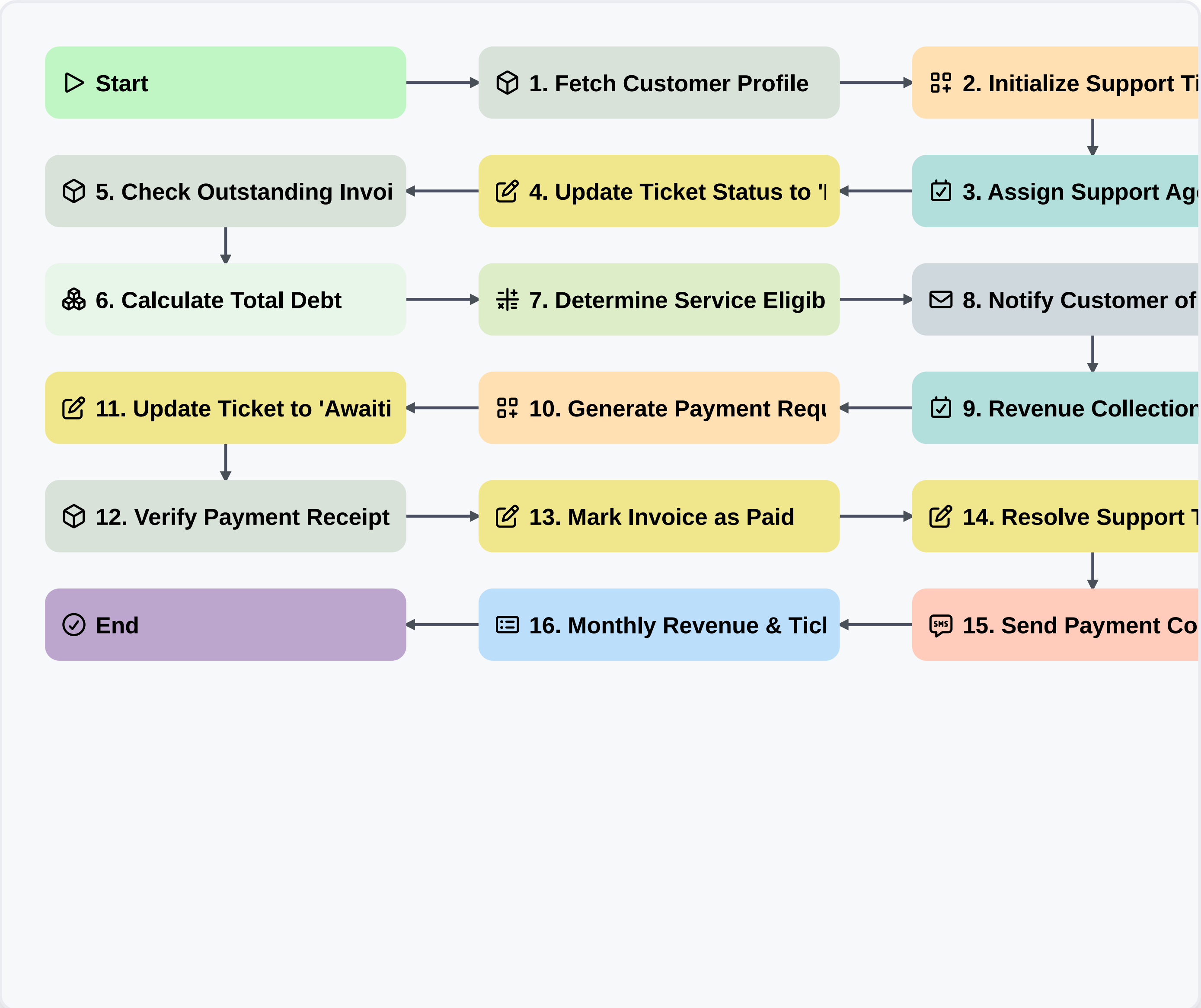
ChecklistGuro

Integrated Ticketing And Revenue Collection Workflow



Start

Start of the Workflow/Process.

1. Fetch Customer Profile

Retrieve customer contact details and credit status from the Customer Data Model.

2. Initialize Support Ticket

Create a new entry in the Tickets Data Model to log the incoming issue.

3. Assign Support Agent

Create a task for a Support Representative to investigate the reported issue.

4. Update Ticket Status to 'Investigating'

Update the status of the specific ticket entry to reflect active work.

5. Check Outstanding Invoices

Retrieve all unpaid entries from the Invoices Data Model associated with the customer.

6. Calculate Total Debt
Sum the 'Amount Due' property of all unpaid invoices found in the previous step.

7. Determine Service Eligibility
Calculate if the customer is eligible for service based on (Total Debt - Credit Limit).

8. Notify Customer of Debt
Send an automated email to the customer detailing their outstanding balance.

9. Revenue Collection Task
Create a task for the Billing Department to reach out for payment.

10. Generate Payment Request
Create a new entry in the Billing Requests Data Model.

11. Update Ticket to 'Awaiting Payment'
Update the ticket status to reflect that resolution is pending revenue collection.

12. Verify Payment Receipt
Scan the Payments Data Model for a new entry matching the Payment Request ID.

13. Mark Invoice as Paid
Update the specific Invoice entry status to 'Paid' once verification is successful.

14. Resolve Support Ticket
Update the original Ticket entry status to 'Closed/Resolved'.

15. Send Payment Confirmation SMS
Send a brief SMS to the customer's phone number confirming the payment was received.

16. Monthly Revenue & Ticket Report
Generate a summary report aggregating total recovered revenue and resolved tickets for the period.

End
End of the Workflow/Process.