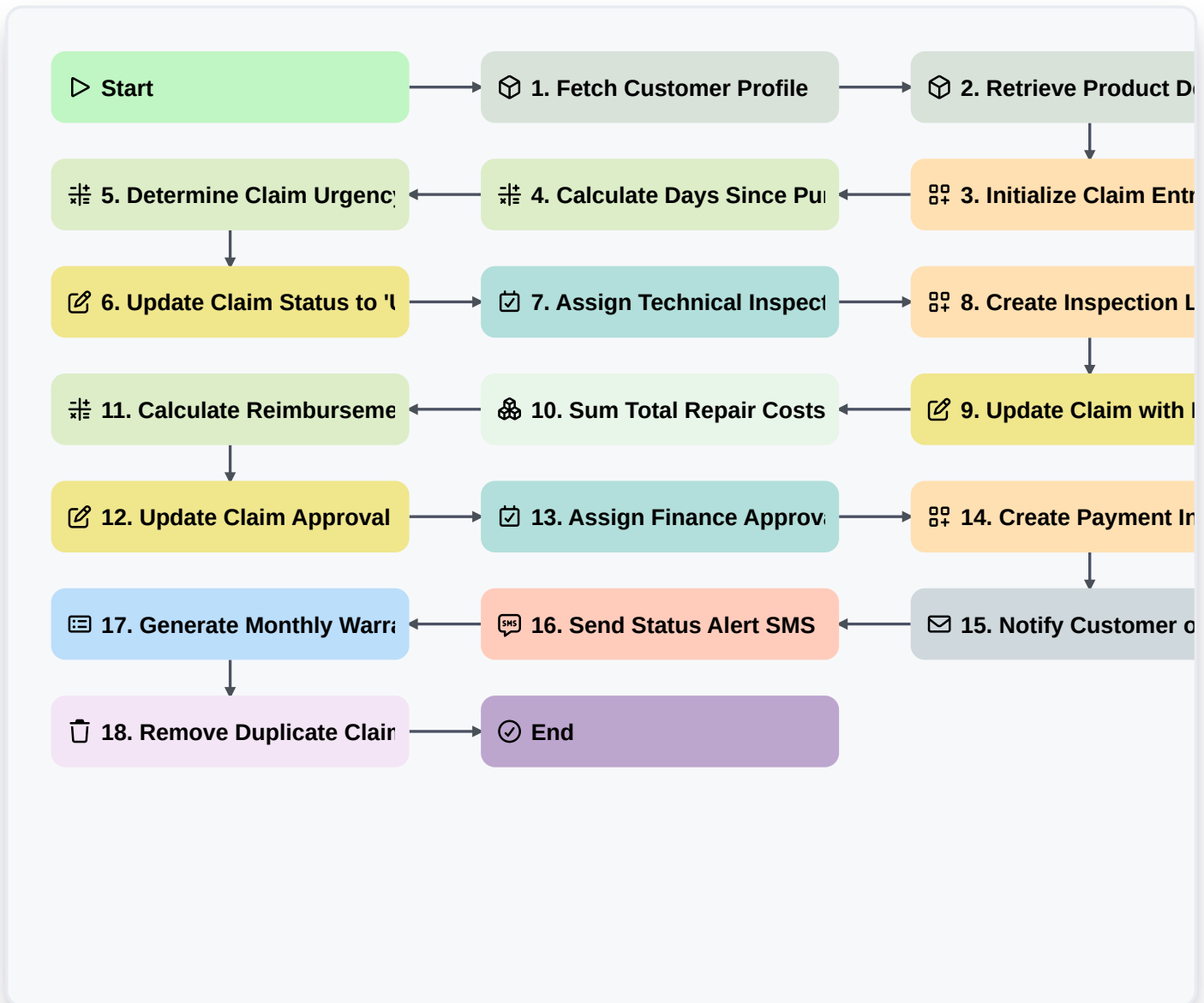


# Warranty Claim Processing Workflow



## Start

Start of the Workflow/Process.

## 1. Fetch Customer Profile

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

## 2. Retrieve Product Details

Fetch product serial number, purchase date, and warranty period from the Product Data Model.

## 3. Initialize Claim Entry

Create a new entry in the 'Warranty Claims' data model to track the lifecycle of this specific claim.

## 4. Calculate Days Since Purchase

Calculate the difference between the current date and the product purchase date to verify warranty validity.

## 5. Determine Claim Urgency

Execute a formula to assign a priority level (Low, Medium, High) based on the product type and customer tier.

## 6. Update Claim Status to 'Under Review'

Update the newly created Warranty Claim entry status to 'Under Review'.



### **7. Assign Technical Inspection Task**

Create a task for the Technical Support Team to inspect the reported defect.

### **8. Create Inspection Log**

Create a new entry in the 'Inspection Logs' data model linked to the original claim.

### **9. Update Claim with Inspection Results**

Update the Warranty Claim entry with the findings, repair costs, and technician notes.

### **10. Sum Total Repair Costs**

Aggregate all parts and labor costs from the associated Inspection Log entries to determine total claim value.

### **11. Calculate Reimbursement Amount**

Calculate the final amount to be reimbursed to the customer, subtracting any deductible or applicable fees.

### **12. Update Claim Approval Status**

Update the Warranty Claim entry status to 'Approved' or 'Rejected' based on inspection results.

### **13. Assign Finance Approval Task**

Create a task for the Finance Department to authorize the calculated reimbursement amount.

### **14. Create Payment Instruction**

Create a new entry in the 'Disbursements' data model to trigger the actual payment process.

### **15. Notify Customer of Decision**

Send an email to the customer containing the claim decision (Approved/Rejected) and the next steps.

### **16. Send Status Alert SMS**

Send an SMS to the customer's registered phone number notifying them that their claim has been processed.

### **17. Generate Monthly Warranty Report**

Create a summary report of all processed claims, total costs, and approval rates for management review.

### **18. Remove Duplicate Claim**

Delete the redundant or duplicate claim entry if a duplicate was identified during the intake process.

### **End**

End of the Workflow/Process.