

Workflow Modeling Exercise.

Narrative

You work as a Customer Service Representative (CSR) in a mail-order catalog house where you receive orders from your customers by telephone. If a customer calls, you need to know if this is an existing customer with whom you have done business in the past; previous customers have a PIN. If so, you enter their PIN and retrieve the customer information from the system using your workstation. You take the order details from the customer and enter them into the system with billing and shipping information. The system prints a three part order form. You then forward the “Shipping” copy of the order to shipping, and mail the “Customer” copy to the customer. You file the third copy “CSR” copy in your open order file.

On receipt of the order, the shipping department pick, pack and ship the order to the customer, returning the copy marked “shipped” to the “CSR”. The CSR marks his copy “complete” and files it in a completed orders file.

If this is a new customer, and someone who is using a credit card, you must obtain the credit card data before completing the billing information. As with existing customers, you then enter the order and forward the order copy to shipping, mailing a copy of the documentation to the customer.

If the customer doesn’t have a credit card (and this sometimes happens), he or she will have to go through a credit review process that you pass on to the Credit Department; if approved for credit, billing information will be completed there and the order finished as with any other customer. If the credit application is declined, the process is terminated.

Exercise Requirements:

Using standard UML notation, create an activity diagram to represent the workflow described in the narrative.