Important Steps

- Step 1: Diagramming the Process Flow Chart
- Step 2: Defining Activity Properties
- Step 3: Renaming the Flow Object
- Step 4: Output Path Routing
- Step 5: Defining Resources
- Step 6: Assigning Resources
- Step 7: Simulating the Process
- Step 8: Analyzing the Simulation Results
- Step 9: Making Changes

Problem

- You will create and analyze an incoming call-handling process for a typical service company. The company, Software Services Inc., sells and provides technical support for its Enterprise line of custom software products. Software Services Inc. receives approximately 90 calls per day and these calls are handled by the technical support and sales staff. Each call goes through the main operator and is then forwarded to the appropriate team for servicing. Software Service Inc. is very concerned that each customer’s call gets handled in a professional and timely manner.

Process Flow Chart

- Analyzing the process is to map out or create a visual picture of the process
- Flow Chart
- Mode Tools
- Select, Figure/Combo, Line and Text,
- Specifying the characteristics of each activity
Assigning Resources

Simulating the Process

Simulating the Process

Simulating the Process

Analyzing the Results
Modifications