WORK TASK #3
Duration: 2-3 days

Here are the details of our IT Consulting Company's current support system:
1. For External Clients
   - Client calls in our office number or client sends an email to one of our employees.
   - Someone - admin officer or a staff will dispatch the concern to the technical support assigned to the project.
   - Technical Support assigned in the project will be the one to solve the issue or provide the request.
   - Technical Support will call or email the client to check if the issue has been resolved or if the request has been tested from the client's end.

2. For Company Employees
   - Employee calls, sends an email, or speaks in person to one of our employees.
   - Someone - admin officer or a staff will dispatch the concern to the technical support assigned to the project.
   - Technical Support assigned in the project will be the one to solve the issue or provide the request.
   - Technical Support will call, email, or speak to the concerned employee to check if the issue has been resolved or if the request has been tested from the client's end.

After this, no other step is being done. No tracking, no monitoring of issues raised and issues resolved. There is also no visibility to the other team members and Project Manager unless the PM requests for a meeting to discuss the open and resolved issues/ requests.

In line with this current process, I would like you to visualize it by creating the following:
1. ASIS Customer Journey Map
2. ASIS Process Workflow

Once the Project Scope is completed, kindly proceed with creating the AS-IS Customer Journey Map and Process Workflow and send it to us once finished.

If you have any questions, please let us know.