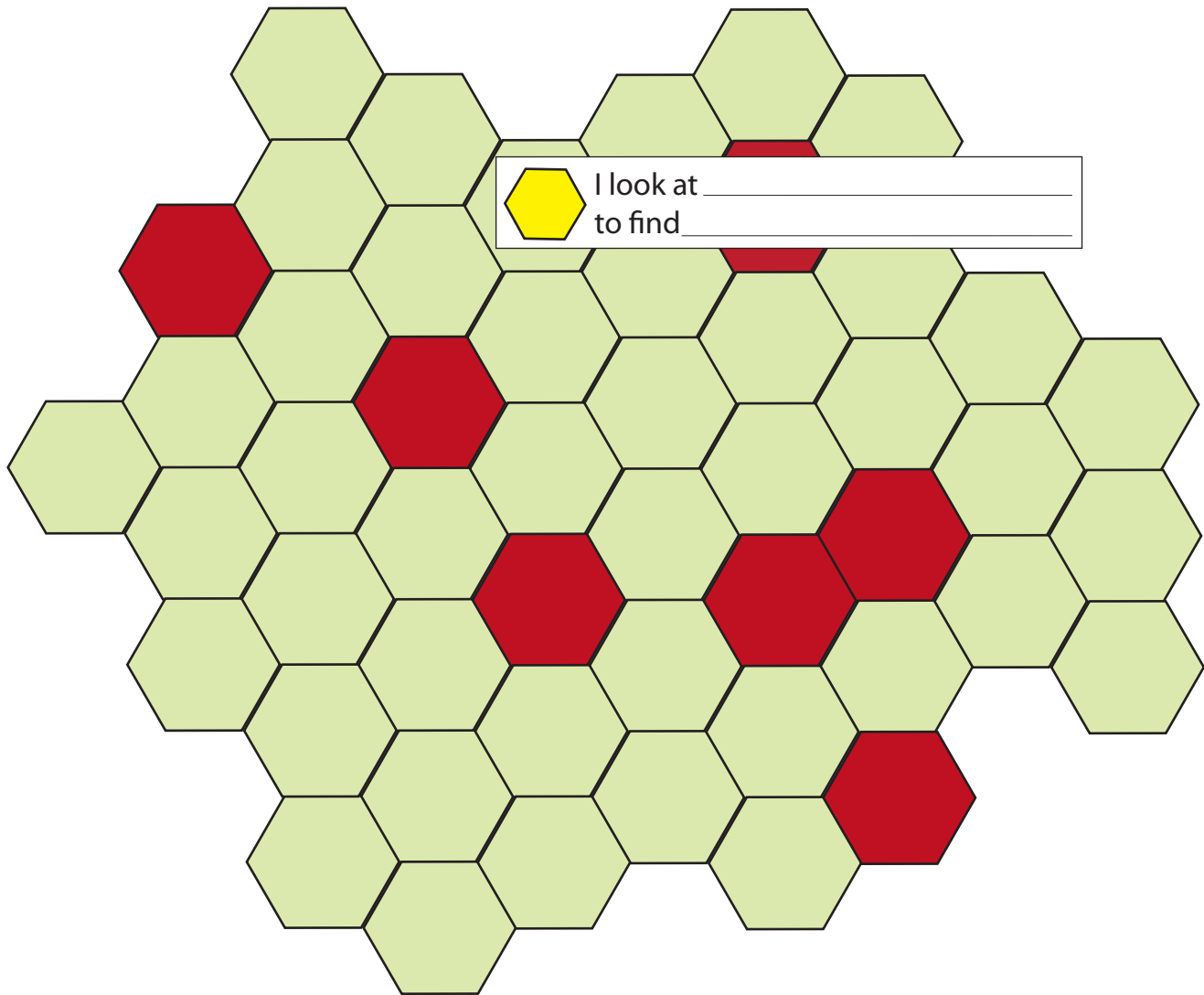


CSAT Make-Your-Workflow

Task: *Checking customer roaming access*

Instructions: Think about all of the steps you do to perform this task. Plot it out on this beehive, going from top to bottom and using the cut out Workflow flags below as prompts. For this first step however, ignore the red polygons. For the second stage of the exercise, rethink the steps you've identified, and now look for duplication and redundant steps. Your job now is to eliminate these steps to outline the quickest path to reaching your task goal, discussing where these can be achieved elsewhere or more efficiently.



Workflow flags



I look at _____
to find _____

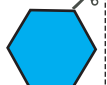


I talk to _____
to find _____

I add/enter _____
on _____



I check _____
for _____



Purpose:
**THIS GAME IS DESIGNED TO HELP USERS
REPLICATE THEIR WORK FLOW FOR A TASK.**

Project:
**CSAT GOLD-PLATED DESIGN -
WORKFLOW DEFINITIONS**

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