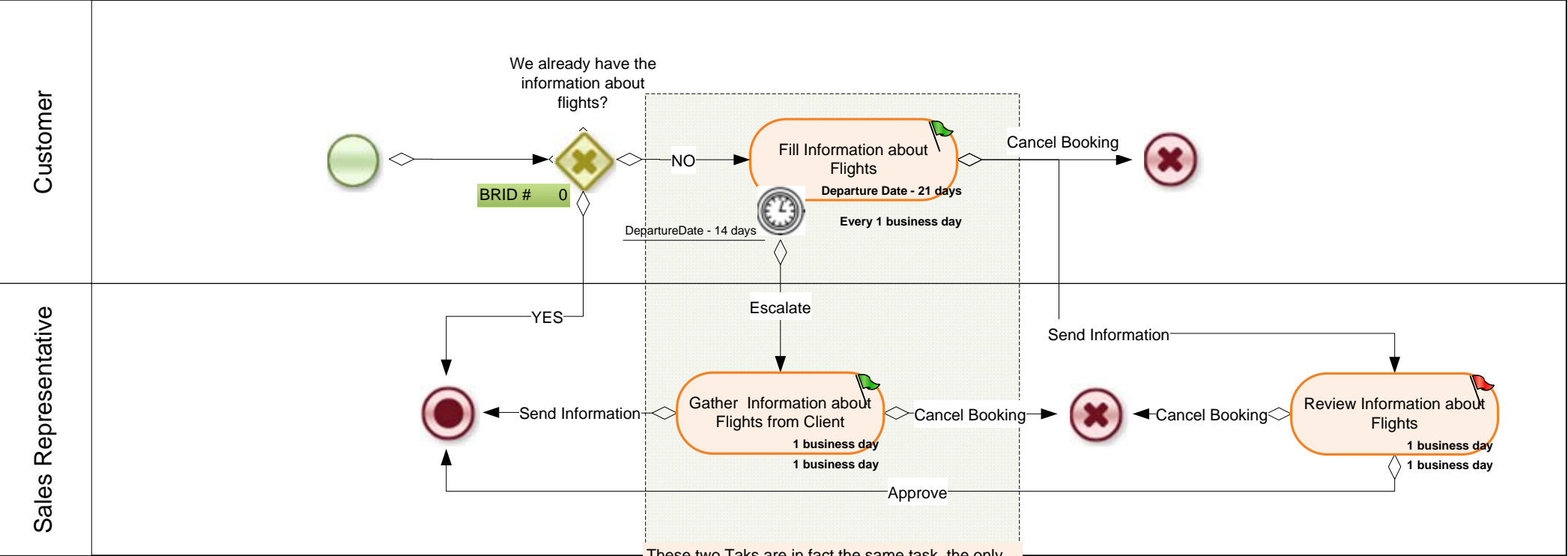


Subprocess 02: Fill Traveler Information
 Process Owner: Lillian Ngui, Head of Sales Department
 Prepared 08th December 2009
 Version: 2.0



These two Taks are in fact the same task, the only thing that changes is the person in charge of filling the data. The Escalate process is responsible for move the task from the customer inbox to the sales agent inbox.