

Process categorie/class	Name	Process status	Standard activity	Standard document	Status bar	Escalation
PSA_ORG	Department	✓	✓	✓	✓	✓
Companies	Department intern	✓	✓	✓	✓	✓
	Own company	✓	✓	✓	✓	✓
	Sales prospect	✓	✓	✓	✓	✓
	Customer	✓	✓	✓	✓	✓
	Lead	✓	✓	✓	✓	✓
	Supplier	✓	✓	✓	✓	✓
	Competitor	✓	✓	✓	✓	✓
	Network/Lobbying	✓	✓	✓	✓	✓
	Press/PR-Marketing	✓	✓	✓	✓	✓
	Press/PR-Marketing/Intern	✓	✓	✓	✓	✓
	Service department	✓	✓	✓	✓	✓
	Sales department	✓	✓	✓	✓	✓
	Sales department/Intern	✓	✓	✓	✓	✓
	Sales partner	✓	✓	✓	✓	✓
PSA_PRS	Sales prospect	✓	✓	✓	✓	✓
Persons	Customer	✓	✓	✓	✓	✓
	Lead	✓	✓	✓	✓	✓
	Supplier	✓	✓	✓	✓	✓
	Staff	✓	✓	✓	✓	✓
	Competitor	✓	✓	✓	✓	✓
	Network/Lobbying	✓	✓	✓	✓	✓
	Press/PR-Marketing	✓	✓	✓	✓	✓
	Press/PR-Marketing/Intern	✓	✓	✓	✓	✓
	Sales partner	✓	✓	✓	✓	✓
PSA_PRS_GRP	Team	✓	✓	✓		
Person groups	Mailing list		✓	✓		

Prozesskategorie/Klasse	Name	Prozess-Status	Standardaktivität	Standarddokument	Stausbar	Eskalation
PSA_PRO	Quote	✓	✓	✓	✓	✓
Cases	Order	✓	✓	✓	✓	✓
	Budget	✓	✓	✓	✓	✓
	Questionnaire	✓	✓	✓		
	Opportunity	✓	✓	✓	✓	✓
	Property	✓	✓	✓		
	Publication	✓	✓	✓	✓	✓
	Telemarketing	✓	✓	✓	✓	✓
	Events	✓	✓	✓	✓	✓
PSA_PRO_SUP	Supplier quote (SMS)	✓	✓	✓	✓	✓
Cases not in the standard)	Supplier purchase order (SMS)	✓	✓	✓	✓	✓
PSA_FOL	Project folder	✓	✓	✓	✓	✓
Project folder (also campaign)						
PSA_CTR	Contract	✓	✓	✓	✓	✓
Order	Contract order	✓	✓	✓	✓	✓
PSA_SVC	Question	✓	✓	✓	✓	✓
Service call	Claim	✓	✓	✓	✓	✓
	Claim	✓	✓	✓	✓	✓
	Fault	✓	✓	✓	✓	✓
PSA_SVC_QUO	Spare part quote	✓	✓	✓	✓	✓
Service quote	Start-up quote	✓	✓	✓	✓	✓
	Inspection quote	✓	✓	✓	✓	✓
	Reconditioning quote	✓	✓	✓	✓	✓
	Repair quote	✓	✓	✓	✓	✓
	Maintenance quote	✓	✓	✓	✓	✓

Process categorie/class	Name	Prozess status	Standard activity	Standard document	Statusbar	Escalation
PSA_SVC_ORD	Spare part order	✓	✓	✓	✓	✓
Service order	Start-up order	✓	✓	✓	✓	✓
	Inspection order	✓	✓	✓	✓	✓
	Reconditioning order	✓	✓	✓	✓	✓
	Repair order	✓	✓	✓	✓	✓
	Maintenance order	✓	✓	✓	✓	✓
PSA_PRC_OBJ	Accounting sheet	✓		✓		
Service accounting						
PSA_ART	Article	✓	✓	✓		
Item	Article (competior)	✓	✓	✓		
	Component	✓	✓	✓		
	Component (competior)	✓	✓	✓		
	Spare part	✓	✓	✓		
	Spare part (competior)	✓	✓	✓		
	Chapter	✓	✓	✓		
	Expenses	✓	✓	✓		
	Service	✓	✓	✓		
	Service (competior)	✓	✓	✓		
	Service package	✓	✓	✓		
	Service package (competior)	✓	✓	✓		
	Travel	✓	✓	✓		
	Sum	✓	✓	✓		
	Operation	✓	✓	✓		
	Text	✓	✓	✓		
	Maintenance	✓	✓	✓		
	Maintenance (competior)	✓	✓	✓		
	Maintenance package	✓	✓	✓		
	Serviceobjekt	✓	✓	✓		