

# vtenext Processes

Three complete VTENEXT processes are available on [www.bpmconsulting.it](http://www.bpmconsulting.it), associated with the following modules:

1. **Ticket Management Process - TICKET MODULE**

Automatically sends a comment through the WASB channel.

Checks if an active conversation is linked to the ticket; otherwise, it uses the associated Utility Template to send a message to the customer.

2. **Message Sending from WASB Conversation - WASB CONVERSATIONS MODULE**

Sends a message within an existing conversation.

3. **Contact Record Creation Process - CONTACTS MODULE**

Sends contact record data directly to WASB.

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