

These needs come from a workshop with EFRS (sheryl, Emma, Craig, Stéphanie) in July - WORK IN PROGRESS

	General	Awareness	Login	Add new KB article	Modify existing KB article	Feedback - Customer and partners	Search	Reporting & Analytics	Alerts / Notifications	Logout	End
1	KB webpage hidden from search engines	know about all content, even for enquiries routed direct to partner. Also there may be general enquiries about it	Can login	service owner's contact details - email template processes to follow - ensure info on the service	delete article - warning to KB users		can search for all content from the SEP website (news, updates, but not removed content)	KB Items accessed	Receive alerts for issues raised	Can log out of SEP on the current device	Can't access the KB when my role ends - but my content stays
		warning if service content change (new, update, or removed)		Set right tag/category for KB article	Edit service -> inform users		exclude expired content	KPIs/Metrics: Need to know performance against	Receive alerts from system about any problems	Can log out of SEP on all devices (that they may be currently logged into)	
		warning if KB article change (new, update, or removed)					can use same filters as customers	audit trail report on system access and KB item editing			
		be part of the review loop to contribute early									
2	fast and efficient even when lots of users and KB is growing in size	need article in the KB on information about wider support for businesses available in Scotland	"Remember Me!" - For non single sign on instances	related KB articles		can provide feedback when article has issues	can search by content of the article		Receive notifications for actions and item changes	System will log me out if I forget	
	Get guide about how to tag and fill in a KB article for a service?		Can reset password				view changes made between a date and time range				
							Activity stream view since last login				
3		before and after version of items (version control)	Single sign on with related SEP services such as Knowledgebase				can find articles using keyword most likely used by customers rather than partners		Can specify their preferences for receiving SEP alerts, Email or ?		
			Robust support for quick issues resolution								
?	I want a manual?	Single sign on with my own EIS account supported systems	add/remove attachments	can duplicate an existing content and edit it for similar service so I can gain time	can give quick feedback on article while on the line (thumb pu or down)	can find/filter all the service matching some tags to be able to compare /contrast similar services					
	can watch a service and be alerted when something changes		Ability to hard delete content that is inactive and not appearing in search results		ability for coordinator to view list of feedback and be able to close with action taken summary	common misspelling (LAKUS) as well as meta tags					
	regular meetings for partners adjust KB content				ability for Officers making feedback to see when their feedback is actioned	restrict by geographic (LA, countries, continents)					
	spell checker				Reporting of feedback provided by person needed for internal review	search by rating so that I can focus my search on the most highly rated content by EFRS team					
	easy access to actual KB - single KB for SEP and the rest					Natural Language search					
	metadata from the enquiry can automate suggestion in the KB					ability to cancel a search if too long					
	enable many different content managers and approval processes and reviewing the draft the status to improve the KB - be able to filter and sign					can use wild cards and fuzzy logic					

**KEY**

Epics

need - well defined

Need? to be refined

common to all users

to discuss