## SoSE Customer journeys via different channels **KEY** Face to Face route Customer send a request by SoSE Team helps mail to one of SoSE offices $\bowtie$ with the request Assisted Digital route Online route - active start Online route - passive start Customer know the directline SoSE Employee helps Offline route preferred line to a SoSE employee with the request Online - webchat Action Enquiry Face to face with someone aware of Face to face conversation with an Customer hear about Event SoSE (Chambers, Business Gateway, or advisor in one of the local offices SoSE Local Authorities for example) or local partners business gateway Connect with us Dumfries & Galloway The phone number or address of the local office of local partner who can answer their request is provided during the call Get called back Leave a message Customer become aware Make an Enquiry Receive an email answer of SoSE Call by phone after the call and its phone number SoSE team refers the Submit a general enquiry online Enquiry reaches the correct partner who Look for support (service or **Customer Search for** enquiry to the partner(s) Find SoSE website (via email or webform) will follow their process to answer product) on the website support online who can answer SOUTH of SCOTLAND ENTERPRISE SOUTH of SCOTLAND ENTERPRISE Google SosE Team calls back if customer had expressed SOUTH of SCOTLAND ENTERPRISE Customer see a post a preference for phone call over email about SoSE in Social media Signposted to Interested in a business product the FBS website FindBusinessSupport.gov.scot Look for an event Submit a general enquiry online Interested in a community product SoSE team deals with the enquiry (via email or webform) Register to an event via BG website or Eventbrite for SE, Signposted to SOSE and others FBS business gateway Connect with us FindBusinessSupport.gov.scot eventbrite Look for job Apply online with Find a suitable eRecruiter Look for corporate Find cooprotate info