

These needs come from a workshop with EFRS (Sheryl, Emma, Craig (BA), Stéphanie) in July - further discussions have involved Tracy (BA) and Sophie in September

	EFRS intially longer term: any partners advisor										
	General	Awareness	Onboarding	Add new KB article	Modify existing KB article	Feedback - Customer and partners	Search	Reporting & Analytics	Alerts / Notifications	Logout	End
delivered	1	KB webpage hidden from search engines	warning if KB article change (new, update, or removed)		delete article - warning to KB users	can provide feedback when article has issues (not online)	can use same filters as customers	KB Items accessed	warning if service content change (new, update, or removed) (via CMS notifications)	Can log out of KB on the current device	Can't access the KB when my role ends - but my content stays
		Can login and reset password	be part of the review loop to contribute easily (no service can go live if related KB article not available)		Edit service -> inform users			KPIs/Metrics: Need to know performance against		System will log me out if I forget	
		single KB for SEP and the rest of EFRS queries	before and after version of items (version control) (is delivered at the moment?)					audit trail report on system access and KB item editing			

on going	2	Have articles on all SEP products/services including when enquiries routed direct to partner, since there may be general enquiries about it	Get guide about how to log and fill in KB article for a service (Daphne, Emma and Graham)	- service owner's contact email - email template - processes to follow - those who on the service		can search for all content from the SEP website (new, updated, but not removed content)		Receive notifications for actions and item changes			
		warning if service content change (new, update, or removed) (via CMS notifications)		Set right tags/categories for KB articles		can search by content of the article (in the CMS yes but not in the KB)					
		need articles in the KB on information about wider support for businesses available in Scotland									

should be delivered before launch	3	regular meetings for partners adjust KB content				can search all content from the SEP website (new, updated, but not removed content)					
		can have shared (internal) access to all content (admin/manager) and searching for stuff to be added - internal only be able to log on user sign in/out to be able to update knowledge articles									

backlog	?	"Remember Me": For non single sign on instances	advisors (partners) can access the KB (view only)	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 call (thumb up or down)	can find/rev all the services matching some tags to be able to compare/contrast similar services	Receive alerts for issues raised	Can log out of SEP on all devices that they may be currently logged into - that relevant to partners/advise but should be kept in sight
		fast and efficient even when lots of users and KB is growing in size		Ability to hard delete content that is inactive and not appearing in search results		ability for coordinator to give list of feedback and be able to close with action taken summary	Activity stream view since last login	Receive alerts from system about any problems	
		Robust support for quick issues resolution		related KB articles		ability for Officers to provide feedback online	view changes made between a date and time range	Can specify their preferences for receiving SEP alerts. Email or ?	
		Single sign on with my own EIS account supported systems				ability for Officers making feedback to see when their feedback is actioned	common misspelling (UK/US) as well as meta tags		
		Single sign on with related SEP services such as Knowledgebase				Reporting of feedback provided by person needed for internal review	restrict by geography (EA, countries, continents)		
		metadata from the enquiry can automate suggestion in the KB					ability to cancel a search if too long		
		spell checker					can use wild cards and fuzzy logic		
							Natural Language search		
							search by rating so that I can focus my search on the most highly rated content by EFRS team		
							exclude expired content		

KEY

- Epics
- needs
- actual solution won't deliver this
- to discuss