

Partner Needs: Enquiries

P1

I need my service listed on SEP

P2

I need to enable customer enquiries

P3

I need to process enquiries when they come in

P4

I want to be able to manage enquiries (Reporting etc...)

P5

I need a way for my staff to share and reuse information to help them answer enquiries

P1_1

I need to create a service listing on SEP

P2_1

Have some way of submitting online enquiry

P2_2

Have some way of submitting phone enquiry

P2_3

Have some way of submitting email enquiry

P3_1

I need a way for enquiries to get to me

P3_2

I need a way to process them once they are here

P4_1

I need to see all the enquiries

P4_2

I need to be able to measure the enquiry process

P4_3

I need a way of managing complaints and other requests

P5_1

I need a store for information that my staff can add to and access