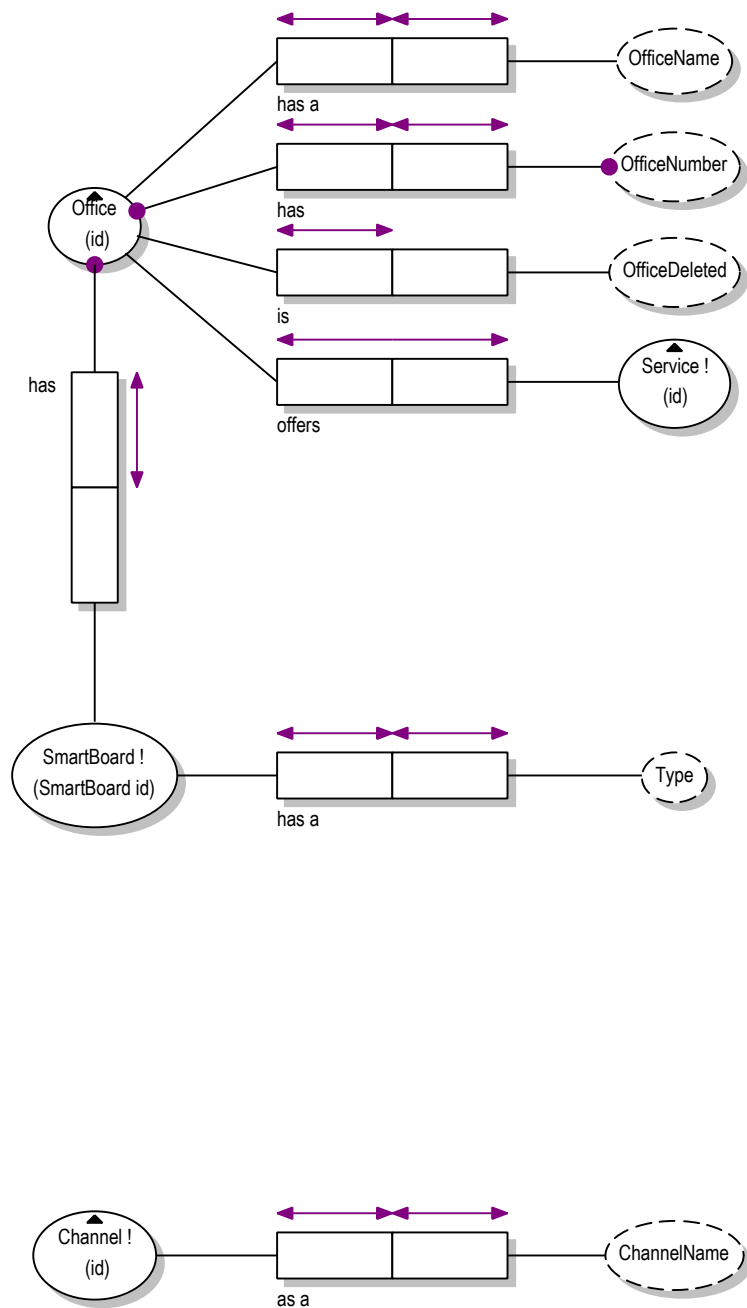


Service BC has offices throughout the province, with Smartboard displays.

Current Smartboard types include:
 - callbyname; callbyticket
 - nocallonsmartboard

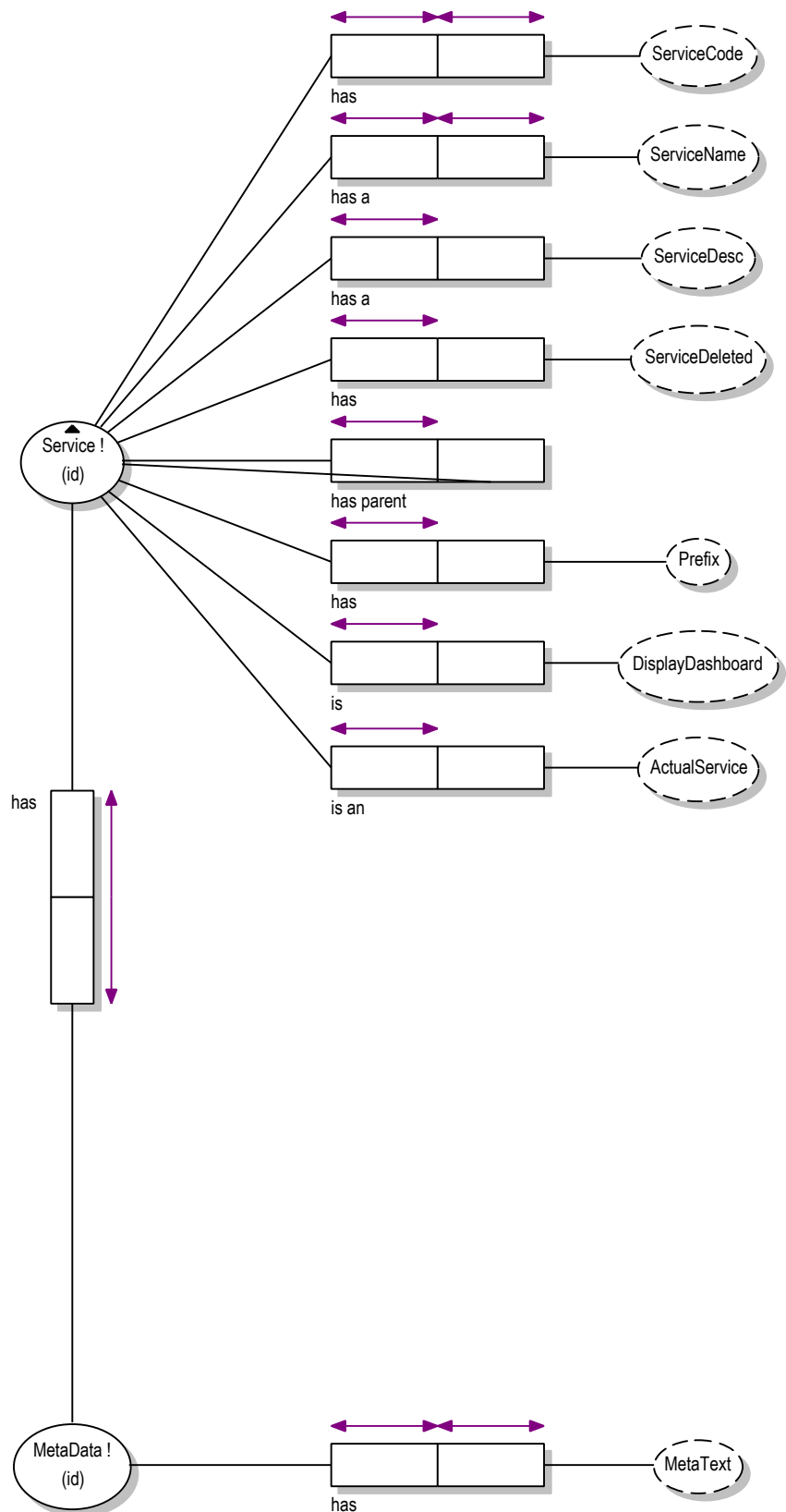
Services are offered through Channels. Current channels are:
 - In Person; Phone; Back Office
 - Email/Fax/Mail; CATs Assist
 - Mobile Assist



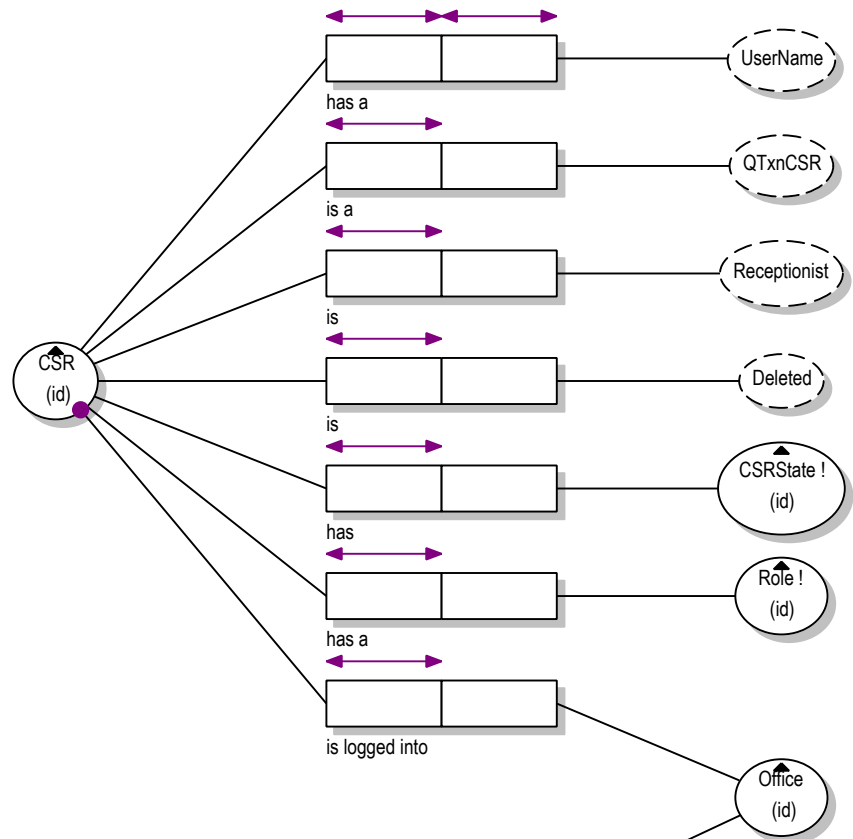
Services are the names of all services offered by Service BC. Services can be actual services, or a category containing other categories or services.

Categories are the name of a service partner or category of service being provided.
Examples include:
- Back office; BC Hydro
- BC Registry; Exams ...

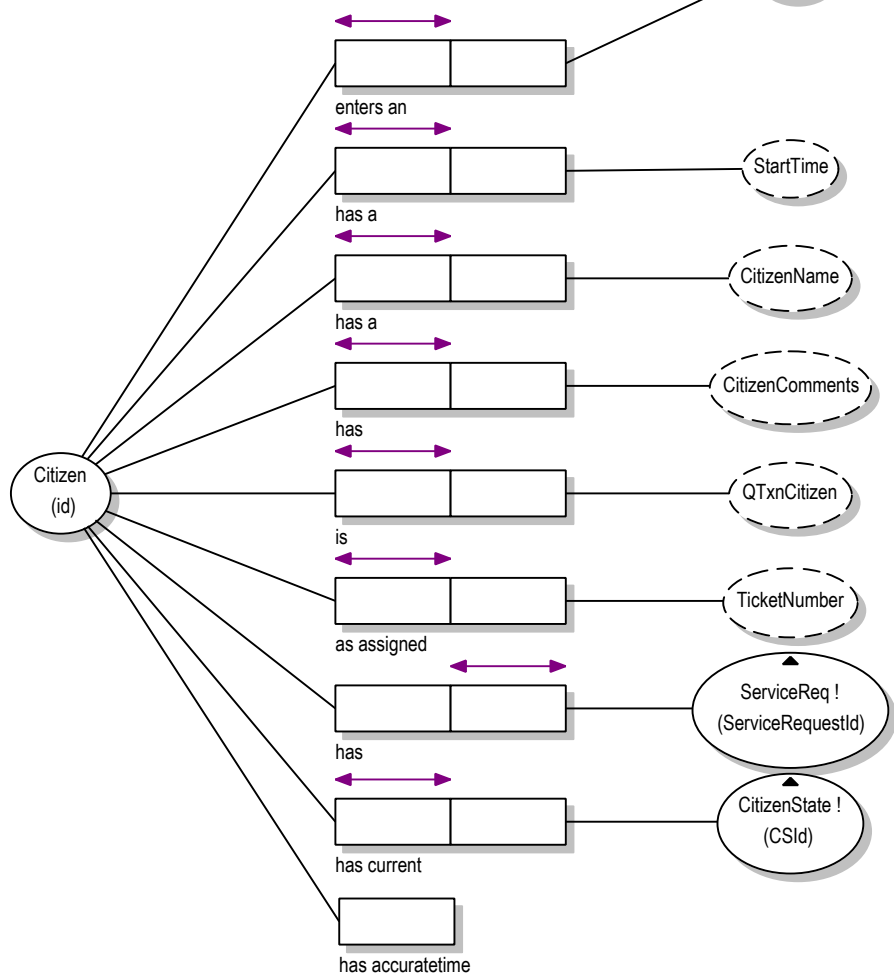
Meta data is descriptive searchable text describing a service



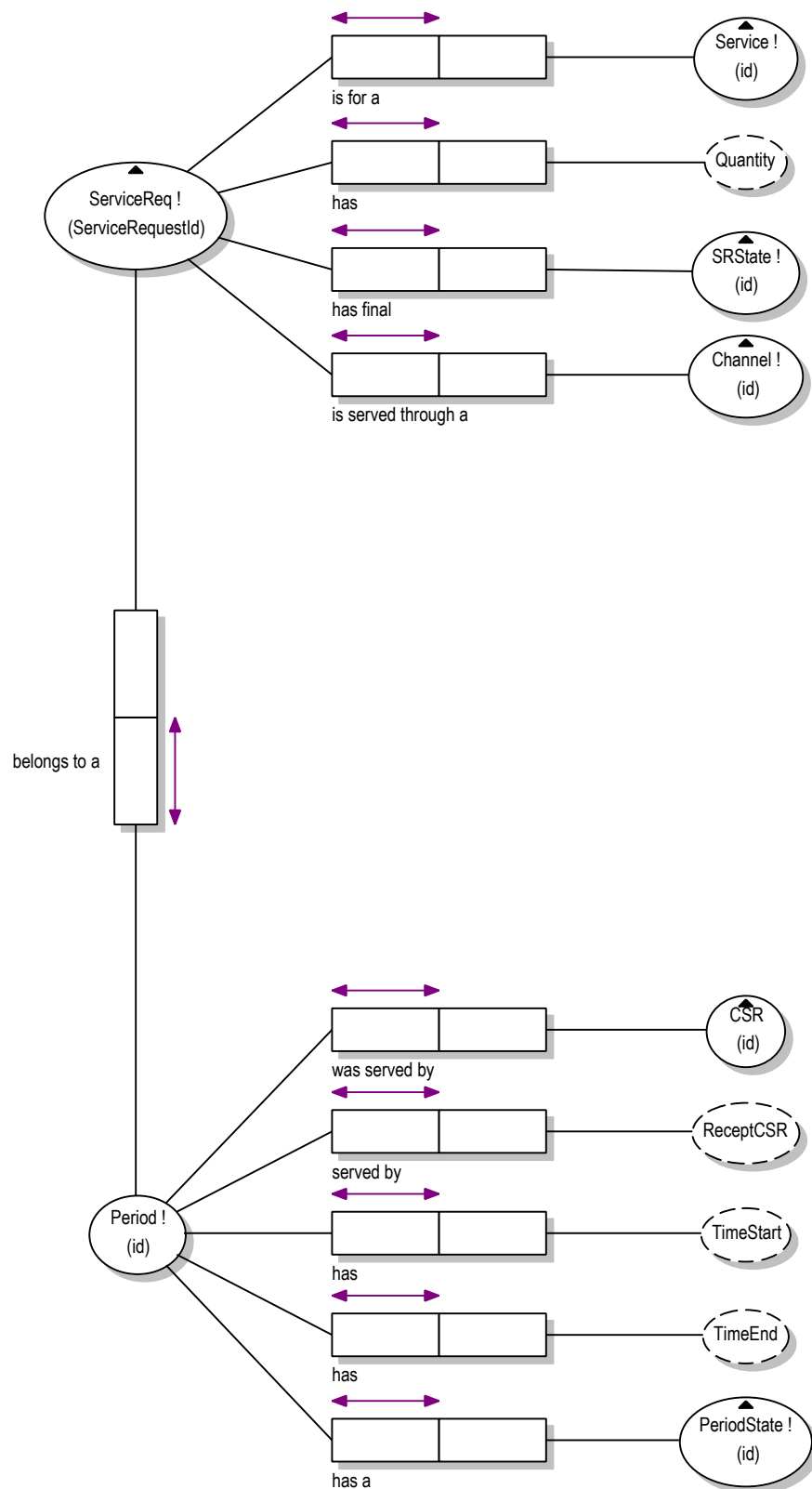
A CSR is a Service BC staff member.



A citizen is a member of the public wanting service.



A service request is a citizen requesting a service.



A period is an amount of time a citizen spends in each state for a particular service request.

Each CSR has a role. Roles include:
- GA, CSR

Each role has certain rights. Rights include:
- GA Board, report access
- admin rights

A CSR can be in a number of states, including:
- Online, Offline, On Break
- Back Office

A Citizen can be in a number of states, including:
- Active, Received Services
- Left Office

A service request can be in a number of states, including:
- Pending, Active, Complete

A citizen goes through various period, with various states, as each of their service requests is processed. States include:
- waiting; invited; being served
- finished; on hold; etc

