**Business Requirement Use Cases**

Internal

* Operates in multiple location (Georgia, Tennessee, Virginia, North and South Carolina, and Florida.)

Use Cases:

* + - Sales Processes
    - Sharing Rules
* Need to have end user support.

Use Cases:

* + - Flows
    - Queues
    - Escalation Rules
    - Web-to-case
    - Chatter
* Use the data gained to have actionable reports to help them grow and focus.

Use Cases:

* Reports & Dashboards
* Queues
* As much help as possible to lower the training overhead.

Use Cases:

* + - Knowledge
    - Community for internal

Customers

* New client facing website incorporates customers to find doctors in network and set up appointments.

Use Cases:

* + - Flow
    - Mobile
    - Web-to-Lead
    - Validation Rules
    - Auto-response Rules
* Client dealing with certain conditions to be able to interact, creating online support groups overseen by a professional.

Use Cases:

* + - Knowledge
    - Community for external
    - Chatter

Partners

* Able to log in and see requested appointments.
  + Able to accept and deny appointment requests.

Use Cases:

* + - Homepage
    - Mobile