**Need to Find Engagement Starting Points**

* Have Users self identify as experts -> opt in for chats
* Allow Conversation type searches “Who do I talk to for an AWS instance”? ->look for experts in \_\_\_
* Show how-to, SOP’ etc in great detail so users can make decision points in NOW
* Summary o services/offerings -> crowd source “Do you own this?”
  + Wikipedia?
* Show how I can search with a quick animation on load

**Find out if person X is the right one for thing Y and or enough to talk to them**

* Get an overview of their job responsibilities
  + Automate manual process of looking at job title in org under X
  + Self ID -> I am the contact for/can help with…
* Summary from E-Profile
  + Self-ID?
* How they are related to you

**Troubleshooting**

* Set information to display [custom fields] about people -> show more – always show

**Updates**

* From tools/services I/Team use
* Trainings available for me/team
* Policies/rules changes that affect me/team
* Benefit changes for me/team
* About changes in positions/roles I might be interested in

**I am here to GSD not research**

* Enough info to decide if this is the right answer without visiting it
* Rate answer/chat quality
* Show additional Answer Options
* Ask questions to narrow results?

**Search Anything**

* Which offices use the swift payment system in GE?

**Sign-up process**

* I am a expert in (partially filled out –can modify)
* Willingness to answer
* Own processes/things you can tell us about – Do you own this? (Pre-filled out?)
  + Workflows, SOP’s, Business Assets, Processes, Tools?
* What you want to see
  + Show more – always show

**Chat**

* Respect status settings
* Chat with more than one (option)
* Jabber to client