

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 want to help my staff fulfill 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 teh 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 of useful and reusable information

P5_2: my staff need to be able to access this store