Partner Needs: Enquiries

P1:
I need my service listed on SEP

P2:
I need to enable customer enquiries

P3:
I need to process enquries when they come in

P4:
I want to be able to manage enquiries (Reporting etc...)

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