Enquiry handling - features

Onboarding `P1`

- Create Service content page on SEP `P1_1`

Create Enquiry `P2`

- Submit an Online Enquiry `P2_1`
- Submit Phone Enquiry `P2_2`
- Submit Email Enquiry `P2_3`

Receive Enquiry `P3`

- Record Enquiry `P3_1`

Process an Enquiry `P3`

- Triage an Enquiry `P3_2`
- Provide Partners with an API to manage Enquiries `P3_2`
- Respond to Enquiry `P3_2`

Process an Enquiry (Partner) `P3`

- Review Enquiry `P3_2`

Metrics / Analytics `P4`

- Manage Enquiries `P4_1`
- Management Information `P4_2`
- Audit `P4_2`
- Continuous Improvement
- Administration

Complaints `P4`

- Complaints `P4_3`

Knowledge base `P5`

- Maintain Knowledge base `P5_1`
- Access Knowledge base `5_1`