

Area	Requirement	Suggestor	User Profile	User Story	Description of Functionality	Form/Handling	Importance (1 Low/Nice to Have - 3 High/Minimum Viable Product)					
Customer Experience												
CE1	Accurate, up to date responses	JH	customer	As a customer I need to receive local accurate, up to date information and advice in response to my enquiry so I can take the right actions for what I need.	Agents should be supported to find accurate and up to date information.	Both						
CE2	Timely response	JH	customer	As a customer I need to receive a response in time for me to act on it so that I do not miss any deadlines I may have.	Agents should be able to sort incoming tickets by date-time, priority, etc	Handling						
CE3	Acknowledgement	JH	customer	As a customer I need to receive a response straight away to tell me that my enquiry has been received so that I know the next steps I need to take.	It should be possible to setup an auto-reply, ideally tailored to channel incoming ticket received through.	Both						
CE4	Know how data will be used	JH	customer	As a customer I need to know how my data will be used so that I can decide if I am happy submitting my data to the FCO.	It should be possible to include a footer or similar in communications to describe how information will be used.	Form						
CE5	Progress tracking	JH	customer	As a customer I need to know how my case/enquiry is progressing so that I have the reassurance to get on with parts of my life.	Customers should either be able to log in and see case progress or get periodic updates.	??						
CE6	Clear route of contact	JH	customer	As a customer I need a clear route through which to contact the FCO so that I do not send my enquiry to the wrong place or waste time trying to find out how to contact them.		Form						
CE7	Clear sign posting to information	JH	customer	As a customer I need clear sign-posting to information so that I can find answers to my enquiries myself without getting in touch.	A search of GOV.UK should be triggered on message receipt or agent request and enable agents to easily include links to relevant content within the body of template messages sent.	Form						
CE8	Easy follow-up	JH	customer	As a customer I need to be able to easily follow up my case/enquiry if I have not heard anything or my circumstances change so that I can keep my case/enquiry up to date and not waste time.	When customers get in touch following up submitting an email/webform message, the follow up should be automatically added to the case.	Handling						
CE9	Professionalism	JH	customer	As a customer I need to feel that my case/enquiry is being handled professionally so that I have confidence that I can get on with my life.	System should allow for professional looking templates that are on brand and appear to come from the FCO directly.	Handling						
CE10	Not repeating themselves	JH	customer	As a customer I do not want to have to repeat myself every time I interact with the FCO so that I do not waste my time doing so.	System should flag past customer data on repeated contact and integrate with other FCO/OGD systems so that their details can be passed/searched as necessary by those systems including enabling links to include auto-completion of forms.	Handling						
CE11	Feedback mechanism	JH	customer	As a customer I want to be able to provide positive or negative feedback about my experience engaging with the FCO so that I feel my experience matters and the FCO can learn from my experience.	Customers should be proactively asked to provide feedback on the service received at an appropriate interval after service completed.	Handling						
CE12	Webforms	JH	system manager	As a system manager I want to enable customers to submit enquiries through a webform on GOV.UK to reduce spam and structure enquiries appropriately.	System should include webforms and/or API so customers can submit queries through form rather than via email. Forms should be customisable.	Form						
CE13	Email input	JH	customer	As a customer I want to know that when I send an email to any published FCO email address I will get a response so that I feel the FCO is a professional and engaged organisation.	System should ingest emails to designated email addresses and create new cases/add to existing cases as appropriate.	Handling						
CE14	Multi-lingual	DFJ	customer	As a customer I want a form that is multi-lingual so that I can use it in my native language.		Form						
CE15	No login/registration	DFJ	customer	As a customer I do not want to have to login or register to submit an enquiry so that I am not spending more time than necessary doing so.		Form						
CE16	Country-specific information	DFJ	customer	As a customer I need to easily access information about the country/post I'm concerned about as local regulations will sometimes dictate different processes for the same service.		Handling						
Agent Experience												
AE1	Case creation	JH	agent	As an agent I need a new case created automatically for me when a new email is received on a new issue so that I do not have to spend my time creating one.		Handling						
AE2	Automatic categorisation	JH	agent	As an agent I need a new case automatically categorised based on a range of criteria so that I do not need to spend my time choosing the right categories.		Both?						
AE3	Suggested categorisation	JH	agent	As an agent I need categorisations for new cases suggested where they can't be automatically assigned so I do not have to remember all the possible categories and spend my time searching for them.		Both?						
AE4	Correcting categorisation	DFJ	agent	As an agent I need to be able to correct the categorisation of a case if it has been wrongly assigned so that it can be correctly assigned.		Handling						
AE5	Prioritisation	JH	agent	As an agent I need a clear sense of priority for dealing with cases so that I can tackle the most important/urgent ones first.		Handling						
AE6	Case guidance	DFJ	agent	As an agent I need access to the same data that is available in Contact Hub for handling cases so that I do not have duplicate sets of information.		Handling						
AE7	Spam trapping	JH	agent	As an agent I need spam automatically trapped so that I do not waste my time dealing with it.		Handling						
AE8	Case status	JH	agent	As an agent I need to be able to update the case status or have it automatically updated so that I can see what I need to do next with a case.		Handling						
AE9	Inbound channel	JH	agent	As an agent I need to be able to see the origin of a case so I can route it appropriately.		Handling						
AE10	Additional correspondence	JH	agent	As an agent I need new emails sent regarding an existing case to be automatically assigned to that case so that I do not have to spend my time working out which case they belong to.		Handling						
AE11	Template responses	JH	agent	As an agent I need template responses to a case suggested so that I do not need to spend too much time looking for the answer.		Handling						

Area	Requirement	Suggestor	User Profile	User Story	Description of Functionality	Form/Handling	Importance (1 Low/Nice to Have - 3 High/Minimum Viable Product)				
AE12	Approval	JH	agent	As an agent I need to be able to save responses for approval by a supervisor before they are sent so that I can be sure they will be actioned and sent.		Handling					
AE13	Assign cases	JH	agent	As an agent I need to be able to assign cases to another agent or Post as appropriate so that they can be handled by the best person for the job.		Handling					
AE14	Routing directions	JH	agent	As an agent I need suggestions as to the appropriate person to assign a case to so that I do not need to spend too much time looking people up.		Handling					
AE15	Case history	JH	agent	As an agent I need to be able to see the case history so that I know what has been done on it previously.		Handling					
AE16	Knowledgebase	JH	agent	As an agent I need to be able to find/have suggested accurate and up to date information to help me answer queries from customers.		Handling					
AE17	Customer History	JH	agent	As an agent I need to be able to see a history of customer engagement so that I can deal appropriately with each customer.		Handling					
AE18	Deduplicating Enquiries	JI (TAPE)	agent	As an agent I need any additional correspondence from the same user on the same topic sent via other channels to be combined with the original case so that there is no duplication of effort and/or inconsistencies in the reply sent to the customer.		Handling					
AE19	Inter-agent comms	DFJ	agent	As an agent I need to be able to receive messages from other agents about a case so that I can handle it appropriately.		Handling					
AE20	Comms with Post	DFJ	agent	As an agent I need to be able to privately communicate with a Post about a case so I can receive feedback from the Post or notify them of particular issues.		Handling					
AE21	SLAs	DFJ	agent	As an agent I need to be able to see the amount of time left to reply to meet SLAs so that I can prioritise cases appropriately.		Handling					
AE22	Case queuing	DFJ	agent	As an agent I need to be able to see a queue/list of cases assigned to me and/or my team so I can action them efficiently.		Handling					
AE23	Automatic assignment of cases	DFJ	agent	As an agent I need cases automatically assigned to the correct team to handle them so that I do not need to go looking for them.		Handling					
AE24	View cases assigned to other teams	DFJ	agent	As an agent I need to be able to see cases assigned to other teams so I can cover for other teams if necessary.		Handling					
AE25	Case Status auto-update	JH	agent	As an agent I need the case status to automatically update when I take an action that would affect it so that I do not have to spend the time/forget to do it.		Handling					
Managing team											
MT1	System overview	JH	supervisor	As a supervisor I need to be able to see how many cases are new, open, closed, pending, etc. so that I can manage my team and their workload.		Handling					
MT2	Case overview	JH	supervisor	As a supervisor I need to be able to see progress on an individual case so that I can ensure it is being handled properly.		Handling					
MT3	Assign cases	JH	supervisor	As a supervisor I need to be able to assign or reassign cases to other agents (including across teams) so that I can make sure cases are picked up when people are away/leave.		Handling					
MT4	Approving correspondence	JH	supervisor	As a supervisor I need a clearly prioritised queue of correspondence awaiting approval so that I can quickly approve or edit correspondence.		Handling					
MT5	Teams	JH	system manager	As a system manager I need to be able to group users into teams so that I can administer them effectively.		Handling					
MT6	Automatic assignment of cases	JH	supervisor	As a supervisor I need to be able to automatically assign cases to the appropriate teams/agents so that messages get straight to people who can most effectively deal with them.		Handling					
Future-proofing											
FP1	Growing channels	JH	budget holder	As a budget holder I need to know that the platform will be able to handle new channels that people contact us on so that we do not need to add additional platforms in the future.	The system should be able to cope with growing numbers of inbound channels including Twitter, Facebook, LinkedIn, etc.	Handling					
FP2	Scalability	JH	budget holder	As a budget holder I need to know that the platform will scale in a cost effective way so that we can handle an increasing/decreasing workload in a cost effective manner.	The system should allow for flexibility in the number of agents in multiple teams and locations using the system.	Both					
FP3	Consular-friendly	JH	consular officer	As a consular officer I need to be able to use the system as the single user in my Post so that I can benefit from the system for handling incoming email.	The system should work for a 'team' of one in a single consulate.	Both					
FP4	Integration (Crisis Hub)				In the event of a crisis and someone getting in touch with the FCO about an Affected Person, it should be possible for the Agent to flag the contact as an 'AP' and for the record to be pushed with all relevant data to Crisis Hub. Any additional relevant data subsequently added should also be pushed to Crisis Hub.	Handling					
FP5	Integration (Casebook)	JH	consular officer	As a consular officer I need new cases identified through Contact Centres created in Casebook automatically with all information needed so that I do not have to re-type details into Casebook.	Cases which need to be referred to a consular officer, should be pushed to Casebook with appropriate information and the case automatically closed.	Handling					
FP6	Integration (Ripjar)	JH	consular team	As a consular officer I need to be able to see what sort of issues are coming into our different channels so that I can be proactively prepared to address them.		Handling					
FP7	Open API	JH	product owner	As a product owner I need an open API so that I can be more certain about ability to integrate with any future systems.	A fully-documented API should be available so that future integrations can be carried out.	Handling					
FP8	On-going support	JH	product owner	As a product owner I need a system that has on going support and maintenance included in the contract so that I know issues will be dealt with swiftly and within contract costs.	System should be fully supported for bug fixes, etc. for the duration of contract/life-time.	Both					
FP9	On-going development	JH	product owner	As a product owner I need a system that will continue to be developed over time so that I know new channels and developments will be catered for at no extra cost.	System should include ongoing development so there is continuous improvement in functionality.	Both					

Area	Requirement	Suggestor	User Profile	User Story	Description of Functionality	Form/Handling	Importance (1 Low/Nice to Have - 3 High/Minimum Viable Product)					
<b>Reporting</b>												
R1	MI Integration	JH	senior manager	As a senior manager I need to be able to see KPIs within our Management Information system so that I can effectively report on and manage team.		Handling						
R2	Customer Usage Statistics	JH	supervisor	As a supervisor I need to be able to see customer usage patterns over time so that I have better information with which to schedule staffing cover.		Handling						
R3	Agent Usage Statistics	JH	supervisor	As a supervisor I need to be able to see statistics about Agent performance and productivity so that I can manage the performance of individual staff.		Handling						
R4	BI Statistics	JH	product owner	As a product owner I need to be able to see data regarding the impact of changes to other systems on workload so that we can keep improving customer experience.		Handling						
R5	Performance Platform integration	JH	product owner		KPIs should be viewable on the GDS's Performance Platform so the public can see real-time data on response times, etc.	Handling						
R6	Ad hoc reporting	DFJ	supervisor	As a supervisor I need to be able to create ad hoc reports on cases based on case data so I can manage the team.		Handling						
R7	Form tracking	JH	product owner	As a product owner I need to be able to track user behaviour on the form so that I can improve it as we go along.		Form						
<b>Usability</b>												
U1	Single Sign On	JH	agent	As an agent I need to be able to sign into each system I use with the same logon so that I have to remember fewer passwords and security improves.		Handling						
U2	Interface	JH	agent	As an agent I need a clear and simple to use interface so I can work quickly.		Handling						
U3	Training Need	JH	supervisor	As a supervisor I need a clear and simple set of training materials to enable quick and easy training of new agents.		Handling						
U4	Uptime Performance	JH	product owner	As a product owner I need an uptime guarantee that exceeds 99.5% uptime so that I can be sure the service will be available 24/7 as is needed.		Both						
U5	Low bandwidth requirements	JH	product owner	As a product owner I need a system that does not require high bandwidth to function as not all Posts and Contact Centres have guaranteed high bandwidth connections.		Both						
U6	Use existing resources	JH	agent	As an agent I need to be able to access existing knowledge resources within the system so that information is the latest version and I do not need to search outside the system.		Handling						
U7	Accessibility	DFJ	customer	As a customer I need public facing tools to meet accessibility requirements so that I can still use it with my disability.		Form						
U8	Cross-device usage	DFJ	customer	As a customer I need public facing tools to work on different devices and platforms so I can access it no matter what I am using.		Form						
U9	Failing gracefully	DFJ	customer	As a customer I need public facing tools to fail gracefully so that I am not left stuck when they don't work.	Decent 404 page if service offline. Decent error message if APIs go down.	Form						
U10	Incident reporting	DFJ	agent	As an agent I need a clear and simple way to report incidents and bugs so that they can be resolved quickly.		Handling						
U11	Incident reporting 2	DFJ	customer	As a customer I need a clear and simple way to report problems with public facing pages so they can be resolved quickly.		Form						
U12	Message delivery guarantee	DFJ	customer	As a customer I need a guarantee that my message has been received/logged when I send it so that I know I do not need to do anything else.	Form must get confirmation message received/logged and pass to user.	Both						
<b>Compliance</b>												
C1	Data protection statement (1)	JH	compliance officer	As a compliance officer I need to be able to set a data protection statement at the place people submit personal data so that we can comply with the DPA.		Form						
C2	Data protection statement (2)	JH	compliance officer	As a compliance officer I need to be able to include a statement in all/initial correspondence explain DP options to people so that we can comply with the DPA.		Handling						
C3	Data hosting	JH	compliance officer	As a compliance officer I prefer data to be hosted in the EU or other approved country so that Data Protection compliance is simpler.		Both						
C4	Subject Access Requests	JH	compliance officer	As a compliance officer I need to be able to search for and see all data relating to a particular person so I can handle any Subject Access Requests received.		Handling						
C5	SSL by default	JH	compliance officer	As a compliance officer I need a system that uses secure connections by default so that I know data is being transferred securely.		Both						
C6	GDS Digital Service Standard 10	JH	product owner	As a product owner I need a training environment with which I can train staff and test the end-to-end service so that I can comply with DSS 10.		Both						
C7	GDS Digital Service Standard 11	DFJ	product owner	As a product owner I need tools to support our plan for if they go offline so that I know they will act as expected in that scenario.		Both						
C8	GDS Digital Service Standard 13	JH	product owner	As a product owner I need to ensure the customer experience is consistent with GOV.UK so that I comply with Digital Service Standard 13		Both						
C9	GDS Digital Service Standard 15	JH	product owner	As a product owner I need to ensure that we can collect performance data for the customer experience from first contact to case completion so that I comply with DSS 15.		Both						
C10	GDS Digital Service Standard 17	JH	product owner	As a product owner I need to ensure that we can report performance data on the Performance Platform so that I can comply with DSS 17.		Both						
<b>Process</b>												
P1	GCloud	JH	product owner	As a product owner I need the system/supplier to be part of the GCloud to make procurement easier.		Both						
P2	Existing supplier	JH	product owner	As a product owner I need an existing FCO supplier to ease the process of getting them familiar with the FCO.		Both						

Area	Requirement	Suggestor	User Profile	User Story	Description of Functionality	Form/Handling	Importance (1 Low/Nice to Have - 3 High/Minimum Viable Product)				
<b>Budgetry</b>											
<b>B1</b>	CapEx	JH	budget holder	As a budget holder I prefer CapEx to admin costs.		Both					
<b>B2</b>	Admin (start up)	JH	budget holder	As a budget holder I prefer to keep costs to a minimum.		Both					
<b>B3</b>	Admin (annual)	JH	budget holder	As a budget holder I prefer to keep costs to a minimum.		Both					
<b>B4</b>	Flexible licenses	JH	supervisor	As a supervisor I need to be able to bring many extra users onboard for short periods of time a low/no cost so that we can cope with surges in demand effectively.		Both					
<b>B5</b>	Storage	JH	budget holder	As a budget holder I need a predictable cost structure for storage costs so that I can budget effectively for the programme.		Both					
<b>B6</b>	Change request	DFJ	supervisor	As a supervisor I need to be able to submit a change request and know it can be easily and cost-effectively actioned so that I can make sure the system keeps working as needed.		Both					