Demo 1 User Stories Dec 31, 2013

1. **Anonymous User**
   1. Accesses the Website
   2. Sees About Page (and Learn How to be part of the B-CARE Community)
   3. Discovers What’s New
   4. Can Access Training Materials, Knowledge Base, FAQ, Past Webinars
   5. Can Download Material
   6. Can See Webinar Calendar and Request Invitation
   7. Has a Problem
      1. Can Contact Us via Phone, Email, [or Many Other TBD Channels…]
2. **Agent**
   1. Can be contacted via Toll-free Phone and Create A New Ticket For New User
   2. Can respond using Available Training Material within the Ticket (How To Create A Ticket)
   3. Can Tag Ticket and Use Ticket Routing
   4. Can resolve and close Ticket
   5. Can also look at User History, Hospital Ticket History…
3. **Known User**
   1. Can Signin using Existing Credentials or Create a New Account with Verified email address
   2. Can Customize Profile Info (and associate with known hospital with BPID)
   3. Can Create A New Ticket For Specific Topic
   4. Can View Tickets (and Ticket Status/Content)
   5. Can Receive emails confirmation
   6. Can Provide Ticket Satisfaction Feedback
   7. Can Provide Portal Feedback
   8. Can Provide Documentation Comments
   9. Can Post Public Question
4. **Content Editor**
   1. Create a New Calendar Entry for Confertel Webinar (or reschedule it) and Notify Users via several channels (Emails…). Notified Users are notified and can follow link to register
   2. Create New Announcement Topic for that calendar entry
   3. Create Upload New Content PPT/PDF To Slideshare
   4. Upload New Videos to Wistia and customize look and feel
   5. Can Create New Documentation or Articles (ScreenSteps)
   6. Some Users can be notified when new material is available
5. **Content Manager**
   1. Can Approve Documentation (or Hide Contents)
6. **HelpDesk Administrator**
   1. Can Create Custom Reports, Fields…Edit/List/Modify users… Create/List/Modify Hospitals…
   2. Add Routing, Triggers and Automation
   3. Can Get Bi-Weekly Ticket Reports for specific topics
   4. Create Custom Reports
   5. Can Get Many Other Usage Analytical Reports