Demo Script

Anonymous user accesses the B-CARE website

User can see about page

User can see training materials (and download them)

User can see the webinar calendar and register for training webinar

User can access FAQ/Help Desk/Contents/Topics

User can access News/Forum

User can contact us

User logs-in using existing credentials from another site (or register with email/password, receives verification email)

User creates a new ticket (Topic B-CARE - Others)

User gets case number, receives email and can view current ticket statuses

Jonathan receives notification (rule) and responds to ticket and closes it

User receives notification and sees status changed to resolved

User posts a public question

Agent authorizes that question to be posted on the wall

All users see the question

User calls the call center via phone (manually or via website)

Agent receives the call and generates a ticket, associates a topic. Gets routed to proper agent (as applicable)

User receives a notification

Ticket is maintained in the database

Admin gets reports (business insights) and downloads csv file

Content manager uploads new content to SlideShare and associates proper tags

Content manager adds new content to desk.com and it appears on the wall