Informal Demo Dec 9th

End-user User Stories

Can access website

Can See Training Materials

Users Manuals/Training Scenarios/Instructions (on S3)

Archived Webinars (on S3)

PPT/Videos on SlideShare

News (Blog)

Discussions/Notifications (FB)

Access to Helpdesk/FAQ/Search

Can See Webinar Calendar and register for webinar

Can Access HelpDesk without Login for search…

User can login using an existing account

Example: Facebook

User is identified

User can update profile information

This sends an SMS to phone for verification…done

This sends an email to email for verification… soon

Admin user can ban or set admin privilege

User can change his hospital affiliation

User can check his Cases/tickets, Access KB/QA

User can generate website feedback for admin

Helpdesk Manager

Can login with assigned username/password

View all contents/FAQ

Manage tickets/cases

Can see the customized topics

Search users/hospitals/cases

Hospitals have been loaded (open issue modifying a hospital from our site)

Added Customer /Company Custom Fields

Generate reports

Content Provider

Can modify FAQ/KB on desk.com

Can upload material/PPT/videos on S3

Can add news to blog and manage discussion

Can add PPT/PDF material/videos to SlideShare (shows up in LinkedIn)

Can tweet (shows up on FB)

Can add webinar on calendar with links

Admin user

Can check all users and hospitals (edit/delete)

Can access Analytics page to generate reports (manually?)

Manage databases/dynos on the cloud

Access code (git) and reload application

Access logs

Access Wiki on GitHub… blog…

Receive user feedback/complaints about the website

Added FB/Twitter integration

Using Oauth keys… but not working all that well

May want to change the contact information

Testing:

Need to check load balancing and concurrent users

Need automated testing

ADD KB/QA on desk.com

Add routing rules…

Questions:

Do we still need the blog for news/discussion forums

Do you want to add social widgets on right bar

Twitter/FB are linked. A Tweet will show up on FB page

LinkedIn/SlideShare/FB are linked…

Desk.com/FB/Twitter are linked

Add Disqus to Blog?

We need to discus Twilio CONOPS