UX Content Design Brief - CommPay Suspense

Product	CommPay

Scope	*(Single screen/form, multiple screens, complete product, etc.)*
	
	● Existing Suspense screens
	    ○ Visibility of in-product help
	    ○ Access to in-context help
	    ○ Quality of help content

Product goals	● Initiative Brief - reduce implementation costs and client onboarding time ○ In this instance focusing on reducing the workshop time for suspense
User goals	● To be able to self-serve suspense actions without the need of extensive training
Personas	*Link to relevant personas here* ● Enterprise clients ● Small clients ● Advisor Office clients
UX research	*Link to any supporting research here* ● Dovetail ● Xplan IPS CommPay
Existing Figma/Miro resources	*Link to any existing Figma or Miro frames or prototypes here* ● Miro ● Figma
Other docs/resources	● Community - Best practice UK: Suspense ● ITW-902 ● #tmp_commpay-suspense
Style guides	● Iress Writing Guide ● Iress Product Style Guide ● UX Copywriting Guide ● IDS
Related products	*For copy or Help reference. List any related products here*

Content Types		Assignee
	● **UX/UI Content** - Approved ○ *Link to scorecards here*	**Assignee** Tim J Gideon C

	● **Help** - Approved
	     ○ *Suspense_ITW-902*
	     ○ *Miro: CommPay Suspense Help*
		Assignee
		
		 Jennifer Appleby

	● **Iress Connect** - Not started - Not Required ○ *Link to drafts here*	**Assignee**
	● **Community Article** - Not started - Not Required ○ *Link to drafts here*	**Assignee**
	● **Release Notes** - Not started - Not Required ○ *Link to drafts here*	**Assignee**