UX Content Design Brief - CommPay Suspense

Product	CommPay

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

Product goals	• Initiative Brief - reduce implementation costs and client onboarding time o 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	• **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**