# UX Content Design Brief - CommPay Suspense

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| 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](https://docs.google.com/presentation/d/1iv0ufepfRCYukiFUzUsRv96ihM---iy4F_H3FvUnKoA/edit?usp=sharing) - 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](https://iress.dovetailapp.com/projects/4emSTMyBNyqJcNdm39dx1s/readme) * [Xplan IPS CommPay](https://docs.google.com/document/d/1gxaz0f53_sBjpPGl_e9HXVb4aNWOV7KhYfDWubo0fts/) |
| Existing Figma/Miro resources | ***Link to any existing Figma or Miro frames or prototypes here***   * [Miro](https://miro.com/app/board/uXjVPA0XRzc=/) * [Figma](https://www.figma.com/file/FS613eHgsTwYkiyHdYyFny/CommPay---Suspense?node-id=0%3A1&t=Qv0FmTZn2RCA83Ps-0) |
| Other docs/resources | * Community - [Best practice UK: Suspense](https://community.iress.com/t5/Help-Guide-CommPay/Best-practice-UK-Suspense/ta-p/43904) * [ITW-902](https://jira.iress.com/browse/ITW-902) * [#tmp\_commpay-suspense](https://oneiress.slack.com/archives/C04EQNBPW8M) |
| Style guides | * Iress Writing Guide * Iress Product Style Guide * [UX Copywriting Guide](https://hq.iress.com/display/TWG/UX+Copywriting) * IDS |
| Related products | ***For copy or Help reference. List any related products here*** |

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| Content Types | * **UX/UI Content** - Approved   + ***Link to scorecards here*** | **Assignee** |
| Tim J  Gideon C |
| * **Help** - Approved   + [***Suspense\_ITW-902***](https://docs.google.com/document/d/1dF9W-W1WOl3b_694bJ7JwUZdJAhIi725zwExgLFSyFk/edit?usp=sharing)   + ***Miro:*** [***CommPay Suspense Help***](https://miro.com/app/board/uXjVPpQfAEk=/) | **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** |
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| * **Release Notes** - Not started - Not Required   + ***Link to drafts here*** | **Assignee** |
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