**Secureblox.ai**

**Questionnaires workflow**

**Overview**

Customers often send our Clients questionnaires that require completion. The new workflow will streamline this process by enabling Admins to efficiently fill out and manage these questionnaires. Admins can track and share various statuses, such as "Request received," "in QA," "in progress," "completed," or "pending approval," ensuring transparency and accountability throughout the process.

They will also have the flexibility to assign tasks to subject matter experts (SMEs) and cancel requests when necessary. Additionally, the SecureBlox browser plugin will allow for seamless completion of questionnaires directly within a browser. At certain stages, SecureBlox's AI technology will be able to fully automate the completion of these questionnaires, further enhancing efficiency and accuracy.

**Example** our client is **RingCentral**

Their customer is **Marriott**

Marriott is sending a questionnaire to RingCentral, RingCentral is using Secureblox.

**Various statuses of a Questionnaire are:**

* **Request Received**: Initial status upon receipt.
* **Send to Compliance team**: Status after form submission by sales team.
* **In Process**: Compliance admin team member starts working and enters SLA/due date.
* **Draft phase:** AI tool has done their first pass. Or is not able to.
* **Complete - In QA**: Admin completes the request.
* **Submit to Customer - Final status**

#### 

**Table of Contents**

[**UC 12.0 Submit questionnaire 3**](#_heading=h.1fob9te)

[**UC 12.1 View questionnaires request queue 4**](#_heading=h.tyjcwt)

[SS.UC View questionnaires request queue UI 4](#_heading=h.3dy6vkm)

[SS.UC View questionnaires request queue UI 4](#_heading=h.1t3h5sf)

[**UC 12.1 Filter questionnaires request in queue 5**](#_heading=h.2s8eyo1)

[**UC 12.2 Set questionnaire into “in process” status 5**](#_heading=h.2s8eyo1)

[SS.UC 12.2 Set questionnaire into “in process” status 5](#_heading=h.3rdcrjn)

[SS.UC 12.2 Set questionnaire into “in process” status. Questionnaire info form 5](#_heading=h.26in1rg)

[**UC 12.3 Answer questionnaire uploaded in a files 5**](#_heading=h.lnxbz9)

[SS. UC Answer questionnaire data 6](#_heading=h.35nkun2)

[**UC 12.4a Answer questionnaire without uploaded files 6**](#_heading=h.1ksv4uv)

[**UC 12.4b Complete - in QA questionnaire 7**](#_heading=h.44sinio)

[SS.UC Complete - In QA questionnaire email 7](#_heading=h.2jxsxqh)

[**UC 12.4-1a Assign tasks 7**](#_heading=h.z337ya)

[**UC 12.4-1b View tasks 8**](#_heading=h.3j2qqm3)

[**UC 12.4c Complete-In QA questionnaire 8**](#_heading=h.4i7ojhp)

[SS.UC Complete- In QA questionnaire email 8](#_heading=h.2xcytpi)

[**UC 12.6 UC Complete 8**](#_heading=h.3whwml4)

[**UC 12.7a Cancel/reject questionnaire 8**](#_heading=h.qsh70q)

[SS.UC.Cancel questionnaire - email to the customer 9](#_heading=h.3as4poj)

[**UC 12.7b Set questionnaire on hold 9**](#_heading=h.1pxezwc)

[**UC 12.8 Answer questionnaire on clients portal 9**](#_heading=h.49x2ik5)

[**UC 12.9 View standard questionnaires documents list 10**](#_heading=h.2p2csry)

[**UC 12.10 Upload standard questionnaires document 10**](#_heading=h.147n2zr)

[**UC 12.11 Delete standard questionnaires document 10**](#_heading=h.3o7alnk)

[**UC 12.12 Manually input standard questionnaires 10**](#_heading=h.23ckvvd)

[SS.UC.Manually input standard questionnaires - Editing form 10](#_heading=h.ihv636)

[**UC 12.6.1 Cancel/reject questionnaire 10**](#_heading=h.32hioqz)

[SS.UC.Cancel questionnaire - email to the customer 11](#_heading=h.1hmsyys)

[SS.UC 12.13 Send questionnaire to Compliance Team. Questionnaire info form 11](#_heading=h.41mghml)

[**UC 12.14 Send questionnaire to customer 11**](#_heading=h.2grqrue)

[SS.UC.Send questionnaire to customer - email to the customer 12](#_heading=h.vx1227)

[**Workflow diagram 12**](#_heading=h.3fwokq0)

#### 

#### UC 12.0 Submit questionnaire

An external user from the portal can submit a questionnaire OR an internal Client Sales team member can submit a questionnaire.

1. User trigger submit questionnaire
2. System allows to select from 2 options:
3. Upload questionnaire
4. Invite your vendor to your own Questionnaire portal
5. User selects one variant.
6. If “Upload questionnaire” is selected, system allows browsing for a file - the file could be of PDF, Word or Google Sheet format, but not more then one file to be uploaded.
   1. User selects the files and uploads them.
   2. System shows progress bar and uploaded files.
   3. Maximum allowed 3 files
7. If “Invite your vendor to your own Questionnaire portal” selected:
   1. System prompts user to enter instructions on questionnaire portal access.
   2. User enters instructions on questionnaire portal access.

For Customers go to Step: *User submits a questionnaire request.*

1. User submits a questionnaire request.
2. System saves questionnaire request including:

* Request status is "Request Received."
* Timestamp
* Request ID
* Requestor email (Customer email address inputted by Admin).

1. System sends email to RFP-C team email IDs, Client Admins.
2. System shows a message / small icon for “ NEW” to the Client Sales and Client Admins saying a new questionnaire was placed in the queue.
3. System sends an email to the customer - saying submitted.
   1. The customer email id the one entered by Sales person in Section 7 OR
   2. If the end user submitted it via the portal, their email used for login.
4. System sends a questionnaire to the requests queue.
5. If salesforce integration enabled, system saves updates the related Salesforce object. Some dedicated field “Questionnaire request received”.

#### 

#### 

#### UC 12.1 View questionnaires request queue

Client Admin sees questionnaire requests in the Open Requests system. Under questionnaire.

###### SS.UC View questionnaires request queue UI

**Business rule:** Client admins can see all the fields and data of the questionnaire.

For each request system shows:

* Request ID
* Request status
* Request status timestamp
* Customer name
* Customer email
* Questionnaire
  + Questionnaire files OR
  + Instructions to answer on special website OR
  + Customers comment
* Salesforce ID (if available)
* ETC date
* Admin comments
* Action button (enabled according to request status and user role):
  + Accept
  + Reject
  + In process
  + Send to compliance team
  + Generate answers
  + Complete
  + Submit to customer

###### SS.UC View questionnaires request queue UI

Client admin sees it in the SecureBlox Open Requests system. Under the questionnaire tab.

#### 

#### UC 12.1a Set questionnaire into “Accept” status

#### Form shows up:

MRR:

Drop down: Existing Customer, New Customer

Sub menu: Existing customer → Upsell Opp, Renewal, Other

Environment:

Comments:

Questionnaires are converted to Web form.

Ability to allow Admins to reject the AI version and revert back to the document. \*\*If document flow is used, the task function will go the same way as the Portal Plug in option. (See “UC 12.4a -> #4)

#### UC 12.b Set questionnaire into “Ready” status

Business rule: Only members of the Admins group can click the "Ready" button.

AI starts to fill up answers, visible to all when done.

#### UC 12.2 Set questionnaire into “in process” status

Business rule: Only members of the Compliance admin team (part of the Admins group) can click the "In Process" button.

Precondition: request has status "Send to Compliance team."

1. User reviews request and triggers move it into “In progress”
2. System shows a form to fill in additional details on the work process.
3. The user enters the SLA date or due date and any relevant comments in the provided comment box, then hits enter to proceed.
4. This information, along with the due date and comments, is saved in Salesforce.
5. An email is sent to the RFP-C alias (additional email IDs entered during setup).
6. The details are also saved in our internal portal (Secureblox).
7. System sets questionnaire “In progress” status, saves timestamp.
8. System sends an email to the Customer user who submitted a request or Customer email, if submitted by Admin/sales, that the Client has started to work on the questionnaire.
9. System shows updated request status.

##### SS.UC 12.2 Set questionnaire into “in process” status

%Client\_name% has started to work on the questionnaire

##### SS.UC 12.2 Set questionnaire into “in process” status. Questionnaire info form

| Field name | Brief description | Field type | Mandatory | Default | Validation | Validation message |
| --- | --- | --- | --- | --- | --- | --- |
| Qs. ETC Date |  | Date picker | Y |  |  |  |
| Comments |  | Multiline text input | N |  |  |  |

#### UC 12.3 Answer questionnaire uploaded in a files

The SecureBlox **AI feature** will help auto complete the questionnaires uploaded in files.

Business rule: Only client Admins can answer questionnaires.

Precondition: Questionnaire has “In Process” status, User is viewing questionnaire request, questionnaire files are uploaded.

1. User triggers “generate answers”
2. The AI tool generates responses using the repository and the parameters given in the FORM.
3. System shows status updates on AI work: Message: Please wait, AI Champion work is in progress
4. If the one of the files is not readable by AI or some technical issue:
   * 1. System shows message on screen: AI Champion is not able to complete the questionnaire.
     2. System changes questionnaire status to “Draft phase” and sub status “AI - not able to process”, then the message and Admin has to complete the request.
5. If the files were successfully processed:
   * 1. System shows message on screen: AI Champion completed the questionnaire.
     2. System shows questionnaires and answers files.
     3. System changes questionnaire status to “Draft phase” and “AI - Completed Draft 1”, system saves status timestamp.
     4. Email is sent to RFP-C. (Not to customer).

###### SS. UC Answer questionnaire data

Each question may contain:

* Question text
* Yes/no checkbox
* Comments field

Answers to be provided:

* Checkbox check
* Comments text

Answers file should be in the format of questionnaires file: .pdf, .xls, .doc etc.

#### UC 12.4a Answer questionnaire without uploaded files (in customer portal)

The SecureBlox AI feature will help auto complete the questionnaire at customer portal.

Business rule: Only client Admins can answer questionnaires.

Precondition: Questionnaire has “In Process” status, User is viewing questionnaire request, questionnaire files are not uploaded.

1. User triggers “Customer Portal” (A button to show the work was done in the portal)
2. Comments box pops up
3. System shows message to say: Go to the portal, enable and run Plug in. Some message, based on technical possibilities and instructions on how to use the feature - TBD with tech team.
4. Ability to log task comes up. In this case, the button “Log a Task” is visible
   * 1. Task Name
     2. Questions (box) – User will copy paste the questions. One single box is fine.
     3. Comments
     4. Assign To SME Name (linked with SSO so should pick up a name from the suggestion. If no SSO linked, then under user sections this user should be added as an SME):
     5. Assign To Team Name:
     6. Due date
     7. Status (auto generated): **Assigned, In Process, Complete**
   1. System sends an email to that SME\*\*
   2. System adds the Task under Task section for that Questionnaire/page

Status changes from Draft phase to Draft - With SMEs.

##### UC 12.4-1a Assign tasks

Business rule: Only the Client Admins can create a task

Precondition: Questionnaire has “In Process” or “draft phase” status

Status changes from Draft phase to Draft - With SMEs.

1. Able to select questions from the web view.
2. A small form show ups
   1. Task Name
   2. Comments
   3. Assign To SME Name (linked with SSO so should pick up a name from the suggestion. If no SSO linked, then under user sections this user should be added as an SME):
   4. Assign To Team Name:
   5. Due date
   6. Status (auto generated): **Assigned, In Process, Complete**
3. System sends an email to that SME\*\*
4. System adds the Task under Task section for that Questionnaire/page
5. SME can
   1. Add comments in the Comments box
   2. Change the task status to: In Process, Complete.
      1. An email is sent to Admins when the status of a Task changes.

\*\*SME will have a login ID - profile SME, they can only see the tasks assigned to them and status.

1. Admins can see the tasks and its status.
2. Status changes from Draft phase to Draft - With SMEs.

##### UC 12.4-1b View tasks

1. Admins can view all tasks with SME name, team name, status under “Tasks” section
2. Reminders to SMEs to be sent 2 days before the task is due and on the day and 1 day after the task is overdue.
   1. An email to the Compliance team is sent 1 day after the task is overdue.
   2. Status on the main screen changes to some orange color or some column to say task overdue. (To discuss)

#### 

#### UC 12.4b Complete - in QA questionnaire

Business rule: Only the Client Admin can set a questionnaire to complete status.

Precondition: Questionnaire has “In Process” or “draft phase” status

1. The admin completes the request and marks it as "Complete - In QA."
2. System shows Comments box
3. User optionally fills in the Comment and completes.
4. System sets questionnaire “Complete - in QA”, saves timestamp.
5. System updates Qs. Status field in Salesforce if integration is set up
6. System sends an email to RFP-C team and Client Sales.

###### SS.UC Complete - In QA questionnaire email

An email to RFP-C team and Client Admins questionnaire was marked as Complete - in QA.

###### SS.UC Complete- In QA questionnaire email

#### 

#### UC 12.6 UC Complete

1. Admins can mark a request as Complete
2. System shows Comments box as optional - popup
3. System records date of Completion
4. Sends an email to RFP-C alias and Client Admins

#### 

#### UC 12.7a Cancel/reject questionnaire

Precondition: request status is "Request Received."

User can mark questionnaire Canceled.

1. User triggers cancel questionnaire
2. System shows pop up to ask user to confirm cancellation.
3. Client confirms.
4. System enables the button to submit new request.
5. System sends an email to Salesforce account POC/Internal Sales POC and RFP-C team, customer (requester) if enabled and Client Admin.
6. System updates questionnaire status, saves tiemstamp.
7. System updates Qs. Status field in Salesforce to “Canceled”

###### SS.UC.Cancel questionnaire - email to the customer

The request is canceled, please contact your account manager. Sorry for the inconvenience.

#### UC 12.7b Set questionnaire on hold

Admin can set the questionnaire to “On Hold” status.

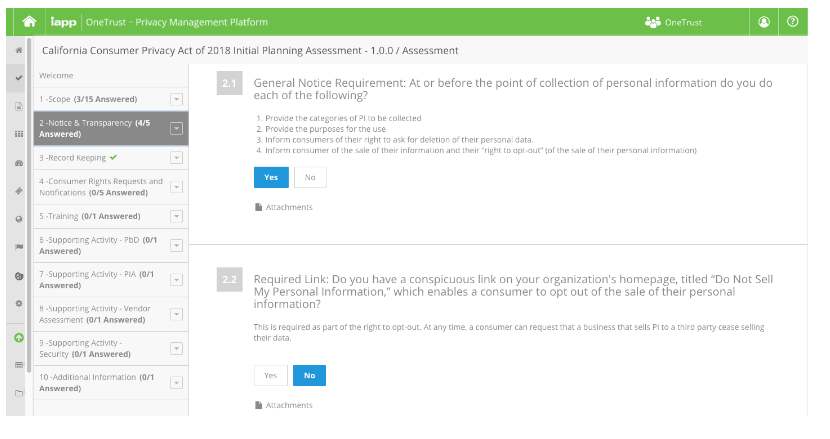
1. Amin triggers hold questionnaire
2. System shows pop up to ask admin to confirm “On Hold” status.
3. Add comments (Comment box)
4. Admin confirms.
5. System enables the button to submit new request at client side
6. System updates questionnaire status, saves timestamp.
7. System sends an email to Salesforce account POC/Customer email, Internal Sales POC and RFP-C team to say the request is on hold.

SS.UC.Hold on questionnaire - email to the customer (not for MVP)

The request is on hold. Sorry for the inconvenience. (not for MVP)

#### UC 12.8 Answer questionnaire on clients portal

Example portal



Browser widget should be built and support the most recent versions of most popular browsers.

Onetrust platform is often used as a platform for questionnaires fill in - <https://www.onetrust.com/>.

#### UC 12.9 View standard questionnaires documents list

Knowledge base for AI can be managed in different ways depending on what is most simple to implement. Knowledge base can be represented as questions - answers documents or just any documents of the Client to extract data from.

#### UC 12.10 Upload standard questionnaires document

Our client will have their STANDARD QUESTIONNAIRE WITH RESPONSES UPLOADED FOR Secureblox to use to help respond.

UPTO 5 FILES For AI TOOL to use.

#### UC 12.11 Delete standard questionnaires document

#### UC 12.12 Manually input standard questionnaires

(Note: Flow to be included in scope as alternative to file upload + AI answers)

Clent Amin can manually input questions and answers.

##### SS.UC.Manually input standard questionnaires - Editing form

* Fields:
* Qs.:
* Answer:
* Details:
* Tags:
* Environment with drop down: PCI, FedRAMP, Commercial, Other, All (All by default)

#### UC 12.6.1 Cancel/reject questionnaire

Precondition: request status is "Request Received."

User can mark questionnaire Canceled.

1. User triggers cancel questionnaire
2. System shows pop up to ask user to confirm cancellation.
3. Client confirms.
4. System enables the button to submit new request.
5. System sends an email to Salesforce account POC/Internal Sales POC and RFP-C team, customer (requester) if enabled and Client Admin.
6. System updates questionnaire status, saves tiemstamp.
7. System updates Qs. Status field in Salesforce to “Canceled”

###### SS.UC.Cancel questionnaire - email to the customer

The request is canceled, please contact your account manager. Sorry for the inconvenience.

##### SS.UC 12.13 Send questionnaire to Compliance Team. Questionnaire info form

| **Field name** | **Brief description** | **Field type** | **Mandatory** | **Default** | **Validation** | **Validation message** |
| --- | --- | --- | --- | --- | --- | --- |
| Environment |  | Text input | Y |  |  |  |
| New customer or Renewal |  | Drop down | Y |  |  |  |
| NDA or current active contract |  | yes/no with drop down | Y |  |  |  |
| Deadline |  | Date picker | Y |  |  |  |
| Comments |  | Multiline text input | N |  |  |  |
| I confirm this request is for the Admin team to complete |  | Checkbox | Y |  |  |  |
| Customer POC email address |  | Text input | Y |  |  |  |

#### UC 12.14 Send questionnaire to customer

Business rule: Only members of the Sales group or RFP-C can click "Submit to Customer"

Precondition: questionnaire has “Complete” status

1. User reviews reviews the completed request - downloads response files and checks responses.
2. User can optionally download documents for editing.
3. User can optionally upload edited questionnaire documents and save questionnaire.
4. User can optionally replace edited questionnaire documents and save questionnaire.
5. User triggers "Submit to Customer":
6. System shows confirmation box
7. Client sales confirms
8. System sends an email to Salesforce account POC/Internal Sales POC and RFP-C team
9. If the feature is enabled the customer receives an email notifying them that their request is complete to customer email/customer email from Salesforce.
10. System updates questionnaire status to “Ready to submit to Customer ”, saves timestamp.
11. System enables the button to submit new request at client side. (not in scope for MVP)
12. If Salesforce integration is on, System updates Qs. Status field in Salesforce to “Completed - Sent to Customer”

##### SS.UC.Send questionnaire to customer - email to the customer

User is asked to login to the Portal to view the completed files

TBD

#### Workflow diagram

