Feature reference #	Feature name	Feature description	Feature status	Requirement reference #	Requirement name	Requirement description	Requirement status
LDIN-1	Receive Notification - Pre-Charge Decision Result		Proposed	LDIN-1-1	Receive Notification - Pre-Charge Decision Result	When a Pre-Charge Decision Result is received from the CPS, the user will be informed via... • SMS • Microsoft Teams BOT • Email The user will then be able to request more details information via the channel that they have responded with. DETAILS OF THE INITIAL NOTIFICATION AND SUBSEQUENT DETAIL TO BE DEFINED Note. For the EDP, this can be a spoofed message to a fixed MS Account and Phone Number	Proposed
LDIN-2	Ask a Question about How to Do Something		Proposed	LDIN-2-1	As a Question about How to Do Something	The user will be able to use the BOT to ask how to perform a certain function e.g. complete an MG5 THE DETAILS OF THE REQUESTS THAT THE EDP WILL SUPPORT ARE TO BE DEFINED	Proposed
LDIN-3	Receive an Offer of Guidance Relating to an Allocated Task		Proposed	LDIN-3-1	Receive an Offer of Guidance Relating to an Allocated Task	When a given task has been assigned to the user, they will be offered guidance via the BOT and if they accept they will be provided with the guidance. THE NATURE OF THE TASK IS TO BE DEFINED. IT NEEDS TO BE SOMETHING NOT IS SUITABLY COMPLEX AND IS THE KIND OF THING THAT WOULD BE ASSOCIATED WITH FORCE POLICIES AND PROCEDURES. This can be spoofed for the purposes of the EDP	Proposed
LDIN-4	Receive an Offer of Guidance for Something that the User has Recently Done		Proposed	LDIN-4-1	Receive an Offer of Guidance for Something that the User has Recently Done	When the user has performed a certain function e.g. submitted a new investigation, send the user a message via the BOT, SMS and email offering specific advice regarding the action that they have performed. **Product Managers to provide an example use case**	Proposed

Feature reference #	Feature name	Feature description	Feature status	Requirement reference #	Requirement name	Requirement description	Requirement status
LDIN-5	L&D Insights BOT	The support the ability for users to make requests, to receive responses and to receive notifications, a BOT will be provided using Microsoft Teams. The BOT will be given an Icon and Name	Proposed	LDIN-5-1	Allow User to Ask How to Do Something using Connect	Using the Insights Chat Bot, the user will be able to ask how to perform a function using Connect. The Chat Bot will then respond or suggest that the question is reworded.	Proposed
LDIN-6	Receive Notification - Check Case for Issues		Proposed	LDIN-6-1	Receive Notification - Check Case for Issues	Sometimes that are issues with the data that has been recorded on Cases that are not picked up within the UI. These are not defects in the solution, but typically relate the where the Case is within the process and the what data is required for that stage. When such issues are identified on the Case, they will receive a notification. THE DATA ISSUES THAT ARE TO BE IDENTIFIED AND THE DETAILS OF THE INITIAL NOTIFICATION AND SUBSEQUENT DETAIL TO BE DEFINED Note. For the EDP, this can be a spoofed message to a fixed MS Account and Phone Number	Proposed