Take part in an event

Version 1.1 - 08 Apr 2020

KEY

Web page · Web form · Email · Chat · Phone · Notification · Face to face

SET UP	LOGIN	FIND AND BOOK	MAKE A CHANGE	ATTEND	MONITOR AND REPORT

Customer

- Login
- Search events
- Select event
- Click on book event button
- Receive confirmation
- Request a change
- Receive confirmation
- Attend event
- Register attendance
- Participate in event
- Receive feedback request
- Give feedback

LINE OF INTERACTION

Front Stage Actions

People
- Log change
- Attendance logged

Systems
- Display event
- Display search results
- Issue confirmation
- Log change
- Issue confirmation
- Atteendance logged
- Request feedback
- Feedback logged

Assisted digital
- Complete booking
- Make change
- Input feedback

LINE OF VISIBILITY

Back Stage Actions

People
- Organise speakers
- Create event
- Receive notification
- Receive notification
- Monitor attendance
- Review feedback
- Report on events

Systems
- Publish event
- Log event booking
- Notify booking

INTERNAL INTERACTIONS

Supporting Actors

Teams
- IN Team
- SDI
- SE
- Partners?

Processes

Systems
- Login/authentication service
- Account DB
- Email system
- Notification system
- Notification system
- Email system
- Notification system
- Webex?
- Email system
- Notification system
- Feedback mechanism
- Reporting system