Request help from a GlobalScot

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KEY

Web page	Web form	Email	Chat	Phone	Notification	Face to face

LOGIN | FIND | CONNECT | MONITOR AND REPORT

Customer

- Login
- Go to members section and search
- View search results
- View GlobalScot profile
- Select request for help
- Complete request for help form
- Submit request for help form
- Receive response
- Close engagement and record feedback

LINE OF INTERACTION

Front Stage Actions

People
- Accept request
- Deny request
- Reply to user

Systems
- Perform search
- Display search results
- Display selected profile
- Display direct request form
- Route direct request to GlobalScot
- Send response
- Record engagement feedback

Assisted digital
- Input search criteria
- Input request for help details
- Input feedback

LINE OF VISIBILITY

Back Stage Actions

People
- Receive notification
- Match user with another suitable GlobalScot
- Receive feedback and closure notification

Systems

INTERNAL INTERACTIONS

Supporting Actors

Teams

Processes

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