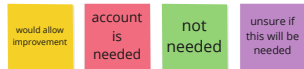


## Services needing or who could benefit from a customer portal account



### Talent Scotland



employers create an account

### FBS

would allow to save customised searches and provide alerts for customers (individuals for events and training for example, or companies for funding?) if they wish too

### FIG

FIG are planning subscriptions to news and personalised alerts based on preferences so you don't miss 'calls' and get info in time to prepare (Account for companies)

### Scottish EU Funding Portal



members have account and can register to alerts and news based on their preferences

### Benchmark

would allow companies to see how they are doing and progression of their development phase

### Forum

Experiment on slack at the moment, but if we are going to have a platform like Global Scots, then account is needed

### Contact

could allow to track all interactions via different channels in one place

### Fund

To apply, save, provide more info, track status, and maybe claim in the future?

### Opportunity Management

if opportunity months will be on ?

## Looking via service patterns potential needs

### Check something

check before you apply

Check progress / status

### Find something

find my nearest... or find most relevant .... no need but ...

... if basic account with some info, we can make this better for the customer

### Apply for something

apply for a service

apply for funding

apply for a job

### Book something

book an event

book an appointment

book a location

### Register for something

register to access a service

register to apply for a job?

### Request something

ask for info, advice, submit FOI request, no need but ...

... if existing account with some info, we can make this better for the customer

request a grant payment

### Tell us something

feedback or complain about something, no need but ...

... with more info we can provide a better service

update something or respond to something