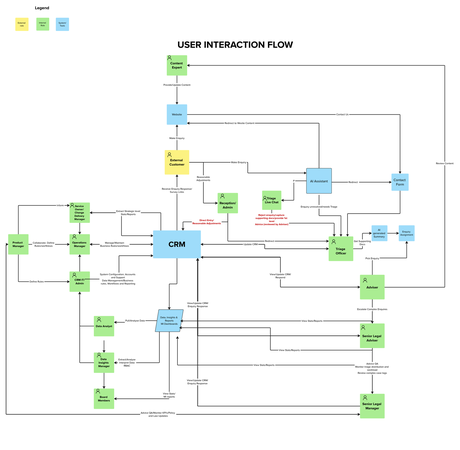
Legend
External Users
Internal Users
Main Actors
USER INTERACTION FLOW
Contact Expert
Provided Initial Contact
Website
Contact Us
Website Redirects to Website Contact Information
Main Actors
External Customer
Main Enquiry
AI Assistant
Contact Form
Website Redirects
Receives Website Response Timely Info
Receptionist Admin
Triage Clerk Role
Triage Officer
Triage Officer Role
Responsible for Triage Officer Role and Internal Coordination Actions
Enquiry Lacking Essential Triage
Website Redirects
Internal Triage Officer Role Actions
Main Enquiry
Internal Triage Officer Role Actions
AI Summary
Primary Practitioner
Product Partner
Internal Senior Practitioner Actions
Collaborate, Share Expertise/Advice
Practitioner Manager
Receives Practitioner Actions Requiring Review
CRM
Triage Officer
Main Enquiry
Internal Triage Officer Role Actions
Internal Triage Officer Role Actions
Internal Triage Officer Role Actions