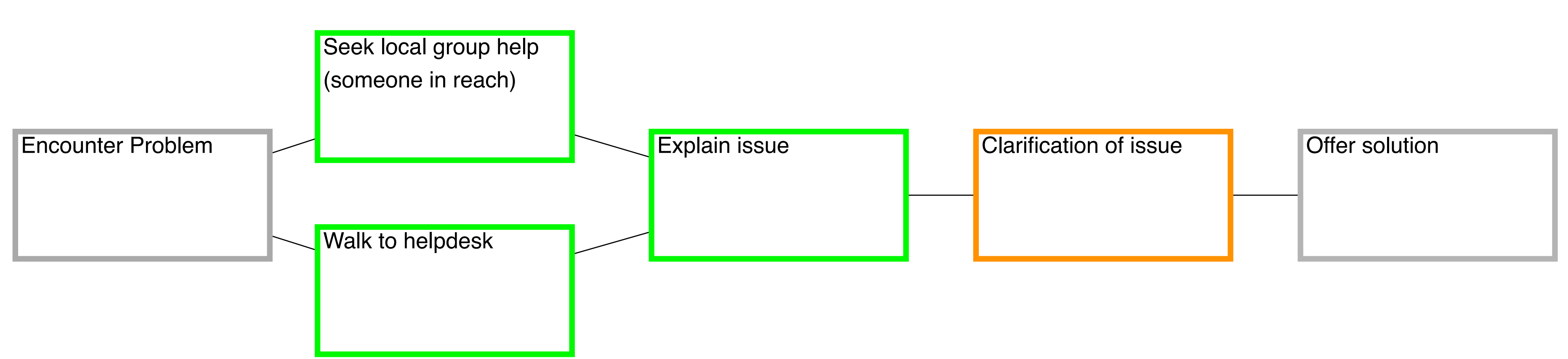


Identify the decision points in the flow requiring specific knowledge by the user. Impart knowledge and optimize the task based on knowledge you know the user will have.

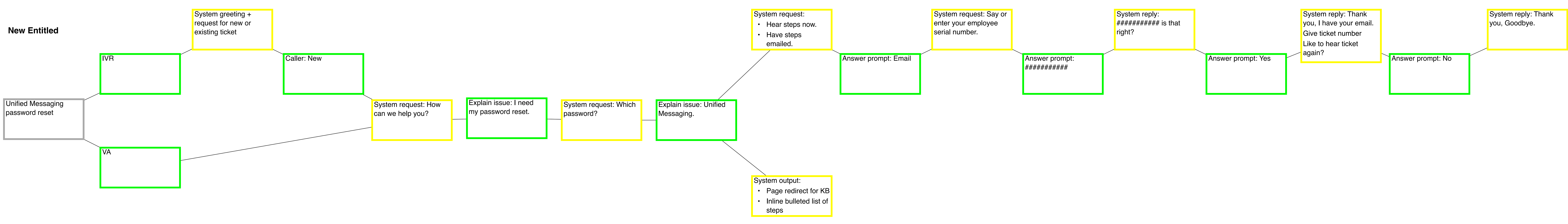
Trigger: What gets the user to start their task
Desired Outcome: How they will know when the task is complete
Base Knowledge: What will the users be expected to know when starting the task
Required Knowledge: What they actually need to know to complete the task
Artifacts: What tools or information do they use in the course of the task

Legend
Green: The actions that the user needs to do
Yellow: A step the system can do
Purple: Objects, tools, or information the user needs
Orange: Questions or issues about the task
(Hint: Try to turn green to yellow)

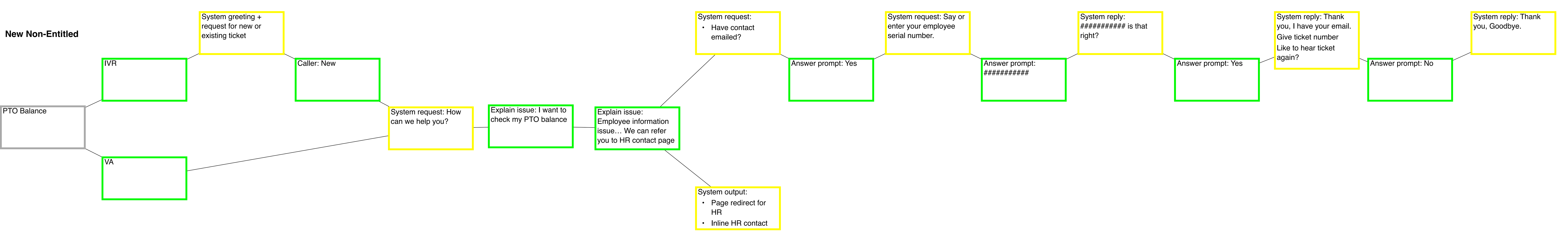
No tech



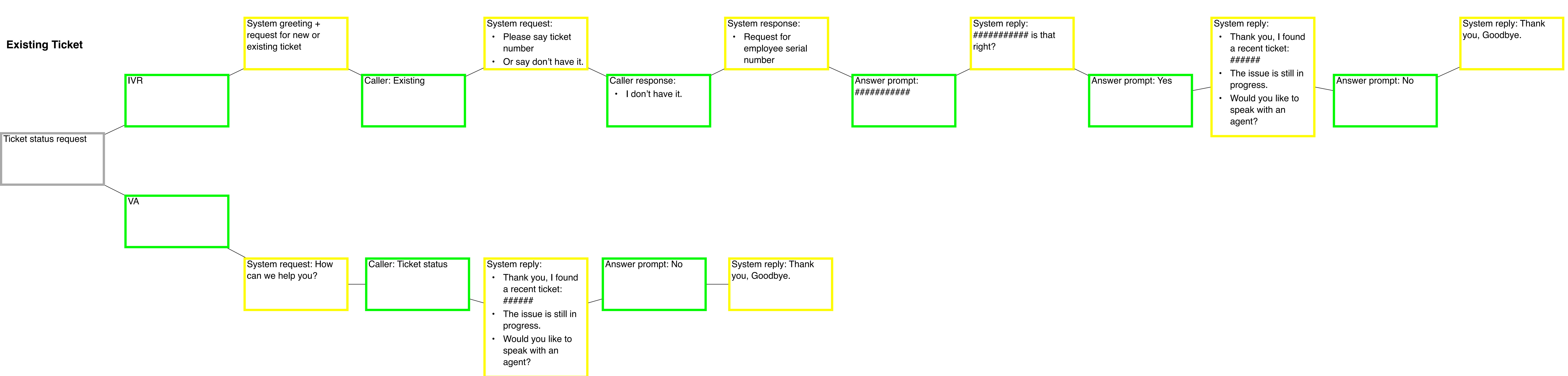
New Entitled



New Non-Entitled



Existing Ticket



System Alert

