Apple Concierge Service Interaction Diagrams

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The contents of these pages are the Process Flows and Wireframe drawings illustrating the distribution and organization of content and the functional interactions of the various pages and modules within the Apple Concierge system.

The wireframes are not intended to convey visual design.

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Interaction Flow

1. Initiate Service

Employees can submit requests for Concierge Services through a myriad ways: By Phone, using the Onsite Concierge, using The Source web portal, from an email invitation (Spouses and Domestic Partners only), and through email.

2. Verify Terms & Conditions Have Been Accepted

The system validates the employee and verifies that they have accepted the Terms & Conditions before continuing.

3. Terms & Conditions

If an employee has not yet accepted the Terms & Conditions, they are presented to that employee either via email or online for the employee to review and accept.

4. Thank You / Welcome Email

Once the Terms and Conditions have been accepted, a Welcome email is sent to the employee. This email contains further instructions for future system use, additional methods for submitting requests, and a link to add a spouse or domestic partner who can also use the Concierge system.

5. Update Spouse/Domestic Partner

Clicking the link in the Welcome email to add a spouse or domestic partner will open a new page. The employee can provide the email address of their partner and the system will generate an email invitation to that person.

6. System Processes Request

Once the Terms and Conditions have been accepted, the details of the employee's request can be submitted.

7. Request Acknowledgement

The employee then receives a confirmation that their request has been received and they will hear from a Concierge.

Initiate Request by Phone

1. Initiate Service

Employees have the option of submitting their request via phone. They can call a dedicated Apple Concierge who will submit their request for them using Smart Agent.

1a. Phone

2. Verify Terms & Conditions Have Been Accepted

The Concierge will use Smart Agent to verify that the employee has accepted the Terms & Conditions already before submitting the request. If not, they will initiate an email to the employee.

System Verification of Terms & Conditions Agreement by Employee Name

Agreed to Terms & Conditions Already?

Yes

No

3. Terms & Conditions

If the employee has not yet accepted the Terms the Concierge will generate an email to that employee. This email contains a link to read and agree to the Terms & Conditions and Privacy Policy online. Once accepted, the employee gets a confirmation message on the subsequent page, and can then proceed to the request form.

3a. Email Agreement

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut interdum pharetra leo ut blandit. Maecenas facilisis commodo erat, eget sodales mauris blandit eget. Pellentesque imperdiet faucibus dignissim. Nullam ut enim mauris. Vitae mollis

Terms & Conditions

3b. Online Agreement

Terms & Conditions

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut interdum pharetra leo ut blandit. Maecenas facilisis commodo erat, eget sodales mauris blandit eget. Pellentesque imperdiet faucibus dignissim. Nullam ut enim mauris vitae mollis

Agree

Set DB flag to "Accepted" state

3c. Agreement Confirmation

Thank You

Continue

4. Thank You / Welcome Email

Once the Terms and Conditions have been accepted, a Welcome email is sent to the employee. This email contains further instructions for future system use; additional methods for submitting requests via the Onsite Concierge, The Source, and via email; and a link to add a spouse or domestic partner who can also use the Concierge system.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut interdum pharetra leo ut blandit. Maecenas facilisis commodo erat, eget sodales mauris blandit eget. Pellentesque imperdiet faucibus dignissim. Nullam ut enim

The Source

Email

Add Spouse/Partner

See "Initiate Request from Employee Portal"

See "Initiate Request by Email Request"

5. Add Spouse / Domestic Partner

Clicking the email link to add a spouse or domestic partner will open a new page. The employee can provide the email address of their partner and the system will generate an email invitation to that person.

5a. Add Spouse/ Domestic Partner

Update Spouse/ Domestic Partner

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Name

Email

Phone

Add

5b. Confirmation

Confirmation

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut interdum pharetra leo ut blandit. Maecenas facilisis commodo erat, eget sodales mauris blandit eget. Pellentesque imperdiet

Create Request

Send Spouse/ Domestic Partner Email

See "Initiate with Invitation email"

6. Submit Request

Once the Terms and Conditions have been accepted, the Concierge can submit the details of the employee's request using the Smart Agent interface

6a. Smart Agent Request Form

Request Form

Request

Submit

System processes new request

7. Request Acknowledgement

The employee then receives verbal confirmation from the Concierge that the request has been submitted.

Verbal Confirmation

Initiate Request with Onsite Concierge

1. Initiate Service

Employees have the option of submitting their request with the Onsite Concierge. This dedicated Apple Concierge will submit their request for them using Smart Agent.

1b. Onsite Concierge

2. Verify Terms & Conditions Have Been Accepted

The Concierge will use Smart Agent to verify that the employee has accepted the Terms & Conditions already before submitting the request. If not, they will provide an iPad/computer with which the employee can accept theTerms.

System Verification of Terms & Conditions Agreement by Employee Name

Agreed to Terms & Conditions Already?

Yes

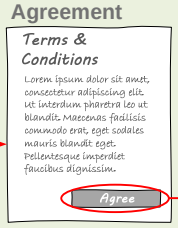
No

3. Terms & Conditions

The iPad/computer will provide access to The Source where the employee can submit their credentials and then access the Concierge system, thereby being directed to the Terms & Conditions page where they can accept. Once accepted, the employee is directed to a confirmation message.

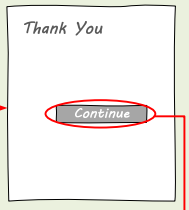
1c. Employee Portal Website (via iPad)

3b. Online Agreement



Set DB flag to "Accepted " state

3c. Agreement Confirmation



4. Thank You / Welcome Email

Once the Terms and Conditions have been accepted, a Welcome email is sent to the employee. This email contains further instructions for future system use; additional methods for submitting requests via the phone, The Source, and via email; and a link to add a spouse or domestic partner who can also use the Concierge system.

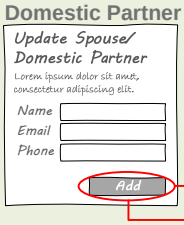
See "Initiate Request from Employee Portal"

See "Initiate Request by Email Request"

5. Add Spouse / Domestic Partner

Alternatively, clicking the link in the Welcome Email will open an online form in which they can add their spouse or domestic partner to the system as another user. The system will generate an email invitation to that person.

5a. Add Spouse/ Domestic Partner



5b. Confirmation

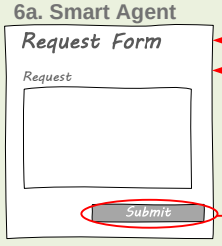
Send Spouse/ Domestic Partner Email

See "Initiate with Invitation email"

6. Submit Request

Once the Terms and Conditions have been accepted, the Concierge can submit the details of the employee's request using the Smart Agent interface.

6a. Smart Agent



System processes new request

7. Request Acknowledgement

The employee then receives verbal confirmation from the Concierge that the request has been submmited.

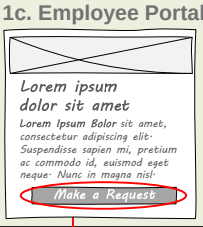
Verbal Confirmation

Initiate Request from Employee Portal

1. Initiate Service

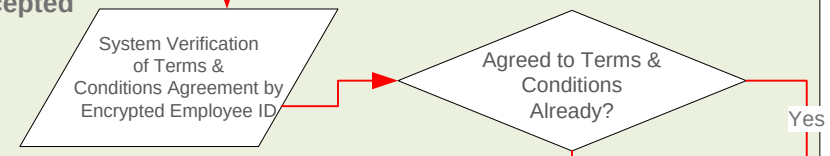
Employees have the option of submitting their request through The Source. From this portal a link takes the employee to the Concierge Request System.

1c. Employee Portal Website



2. Verify Terms & Conditions Have Been Accepted

The Request System first validates that this employee has accepted the Terms & Conditions based on the encrypted employee ID associated with the authentication they used to access The Source in the first place.

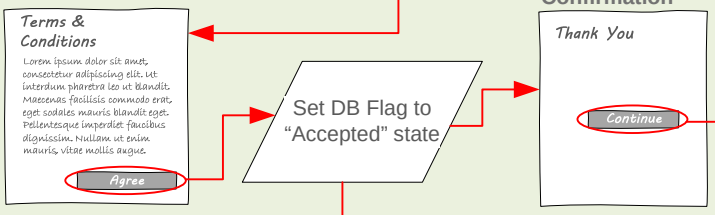


3. Terms & Conditions

If the employee has not yet accepted the Terms & Conditions, they are redirected to a Terms & Conditions page to do so.

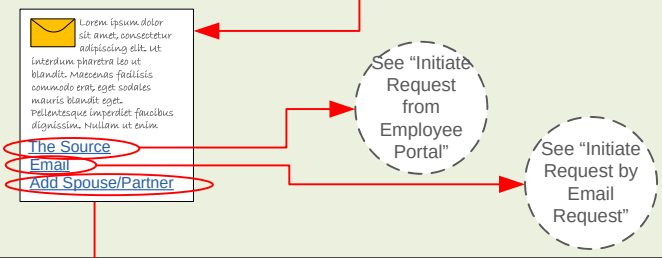
3b. Online Agreement

3c. Agreement Confirmation



4. Thank You / Welcome Email

Once the Terms and Conditions have been accepted, a Welcome email is sent to the employee. This email contains further instructions for future system use; additional methods for submitting requests via the Onsite Concierge, the phone, or email; and a link to add a spouse or domestic partner who can also use the Concierge system.

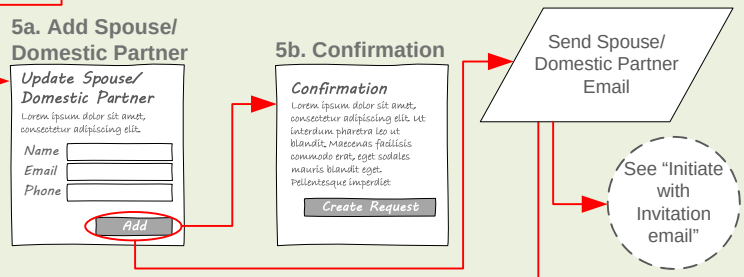


5. Add Spouse / Domestic Partner

Alternatively, clicking the link in the Welcome Email will open an online form in which they can add their spouse or domestic partner to the system as another user. The system will generate an email invitation to that person.

5a. Add Spouse/ Domestic Partner

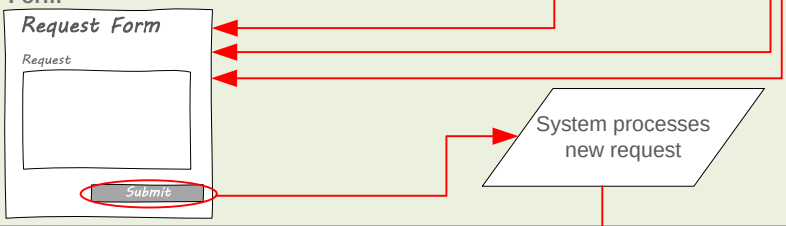
5b. Confirmation



6. Submit Request

From the Spouse/Partner Confirmation page, the employee is directed to the Online Request Form. In future visits to the system, the employee will link directly to this page from The Source and can submit the details of their request into the Online Request Form page.

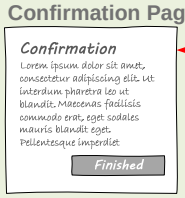
6b. Online Request Form



7. Request Acknowledgement

The employee then receives page confirming that their request has been received and they will hear from a Concierge.

7a. Online Confirmation Page



Initiate Request from Email Invitation

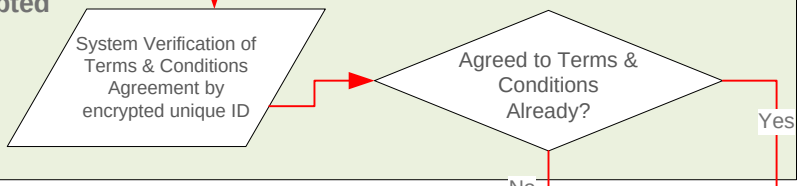
1. Initiate Service

Spouses/Domestic Partners can click the request link in their Email Invitation. This link opens the request system within a web browser.

1d. Email Notification/Invitation

2. Verify Terms & Conditions Have Been Accepted

The Request System first validates that this Spouse/Domestic Partner has accepted the Terms & Conditions based on an encrypted unique ID in the link in the Email invitation.

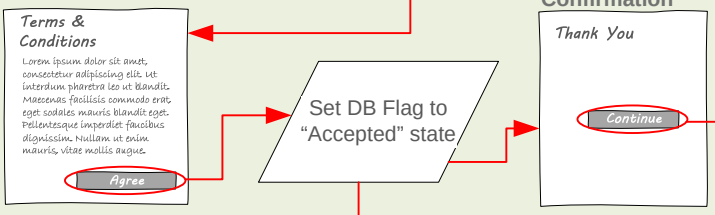


3. Terms & Conditions

If the partner has not yet accepted the Terms & Conditions, they are redirected to a Terms & Conditions page to do so.

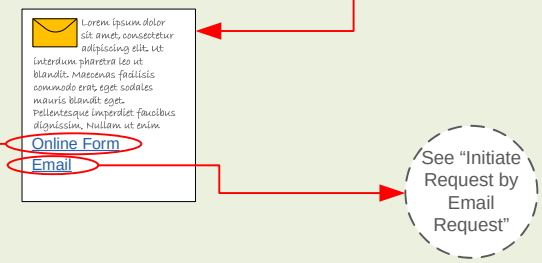
3b. Online Agreement

3c. Agreement Confirmation



4. Thank You / Welcome Email

Once the Terms and Conditions have been accepted, a Welcome email is sent to the partner. This email contains further instructions for future system use and additional methods for submitting requests via the phone, or by email.

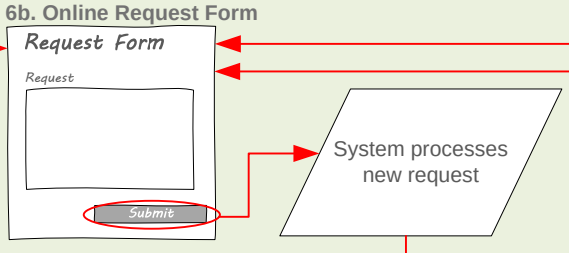


5. Add Spouse / Domestic Partner

6. Submit Request

From the Terms page, the partner is directed to the Online Request Form.
In future visits to the system, the partner will link directly to this page from The Source and can submit the details of their request into the Online Request Form page. For the Spouse/Domestic Partner who has arrived on this page immediately after accepting the Terms and Conditions, a "Thank you" confirmation is also added to the top of the page.

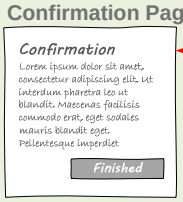
6b. Online Request Form



7. Request Acknowledgement

The partner then receives page confirming that their request has been received and they will hear from a Concierge.

7a. Online Confirmation Page



Initiate Request by Email Request

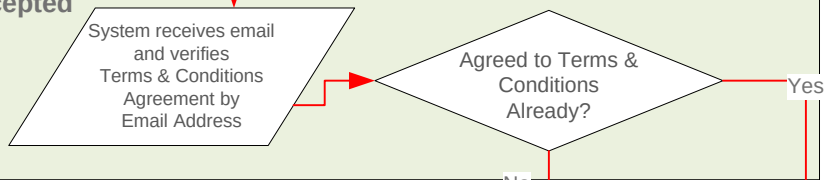
1. Initiate Service

Employees have the option of submitting their request via Email. They can send a detailed request to a dedicated email address.

1e. Email Request

2. Verify Terms & Conditions Have Been Accepted

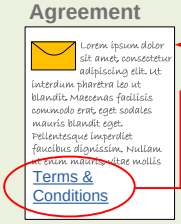
The system will process the email and, based on the employee's email address, first verify that the employee has accepted the Terms & Conditions.



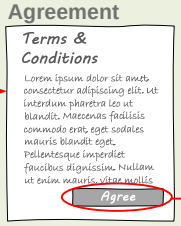
3. Terms & Conditions

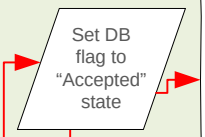
If the employee has not yet accepted the Terms & Conditions, an email is sent to them. This email contains a link to read and agree to the Terms & Conditions and Privacy Policy online. Once accepted, the employee gets a confirmation message on the subsequent page.

3a. Email Agreement

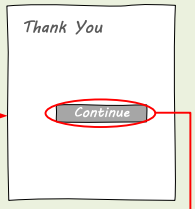


3b. Online Agreement



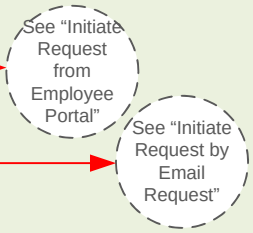


3c. Agreement Confirmation



4. Thank You / Welcome Email

Once the Terms and Conditions have been accepted, a Welcome email is sent to the employee. This email contains further instructions for future system use; additional methods for submitting requests via phone, the Onsite Concierge, and The Source; and a link to add a spouse or domestic partner who can also use the Concierge system.

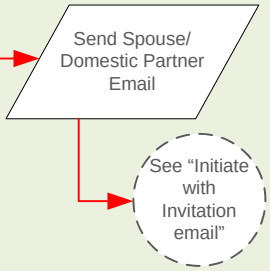


5. Add Spouse / Domestic Partner

Alternatively, clicking the link in the Welcome Email will open an online form in which they can add their spouse or domestic partner to the system as another user. The system will generate an email invitation to that person.

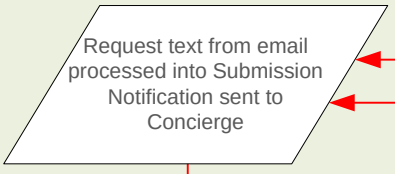
5a. Add Spouse/ Domestic Partner

5b. Confirmation



6. Submit Request

Once the Terms and Conditions have been accepted, the original request email contents are submitted into the system as a new request.

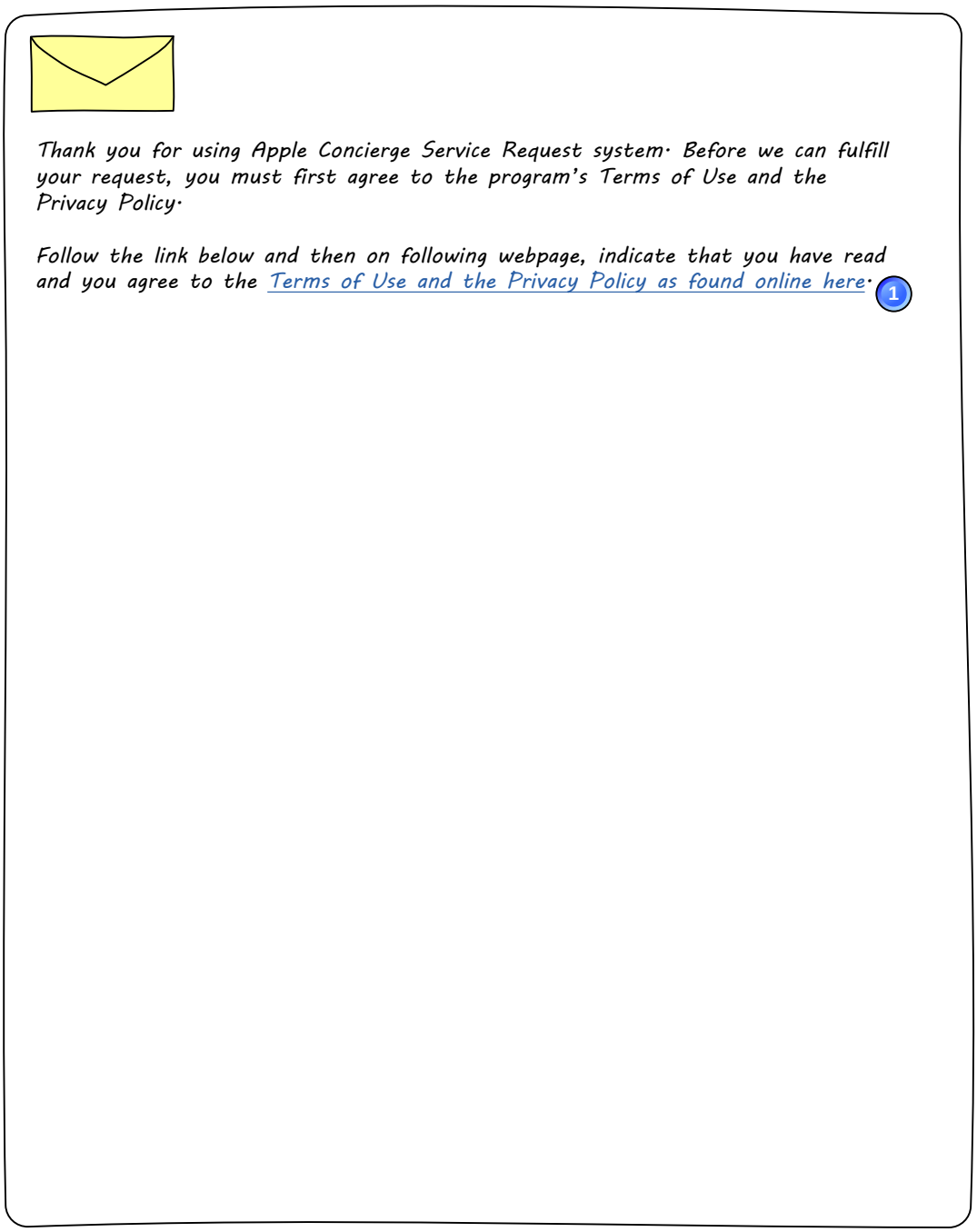


7. Request Acknowledgement

The employee then receives an email confirming that their request has been received and they will hear from a Concierge.

7b. Emailed Confirmation

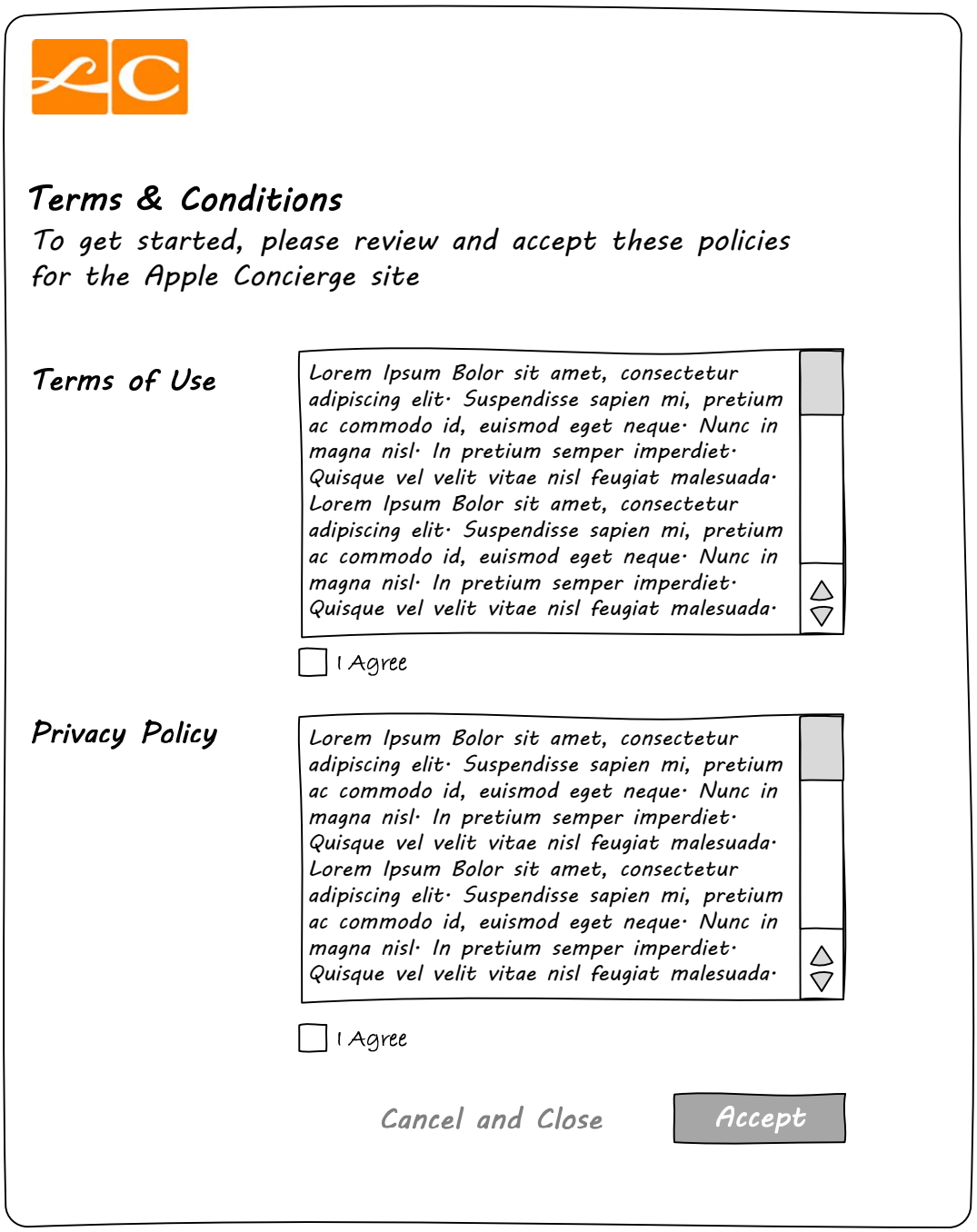
Step 3(a). Email Agreement



Notes:

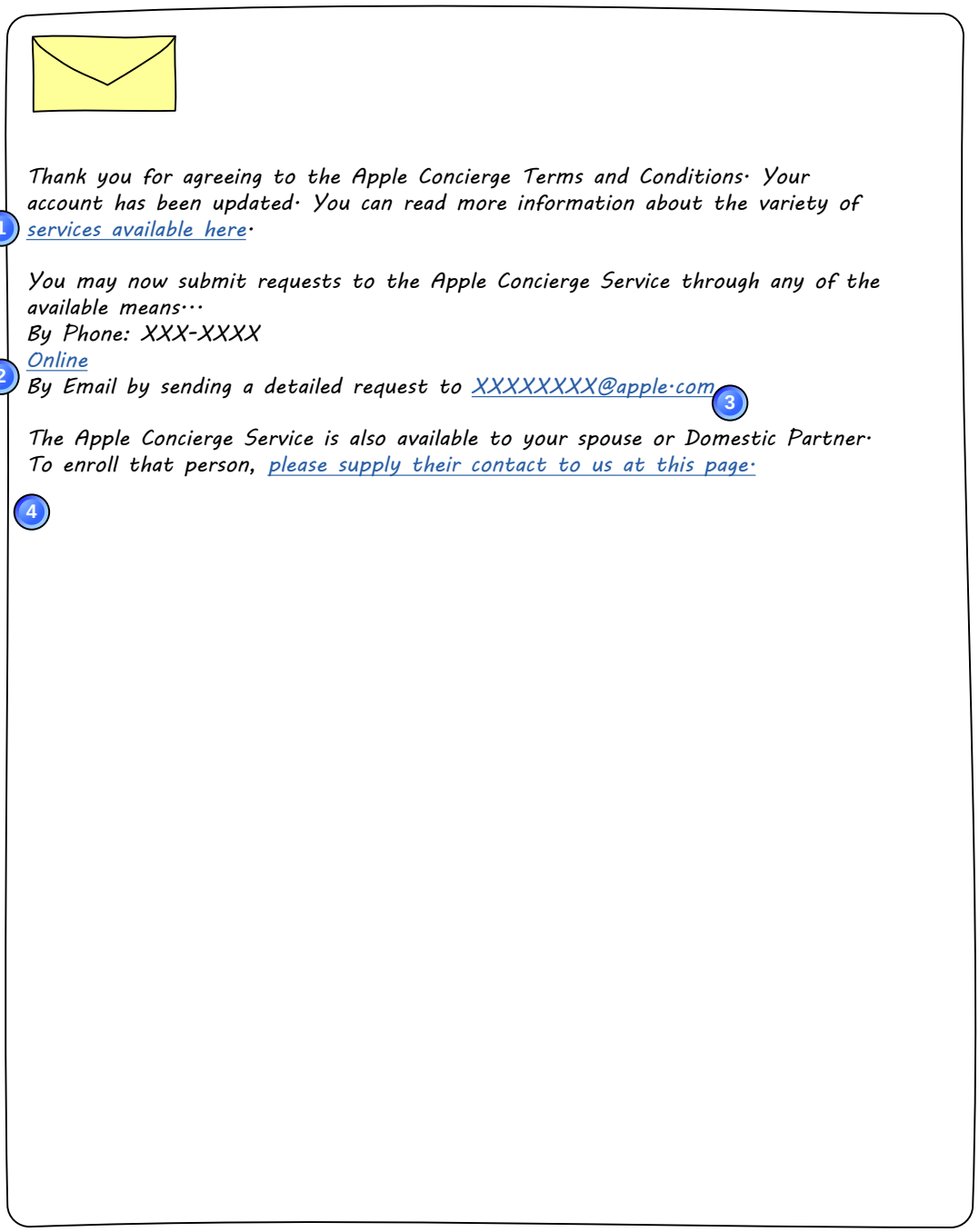
1. The acceptance of the Terms is done on the Terms & Conditions web page, and the email simply acts as a link to that. All related interaction therefore, takes place in a browser.

Step 3(b). Online Agreement



Step 3(c). Agreement Confirmation

Step 4. Thank You / Welcome Email



Notes:

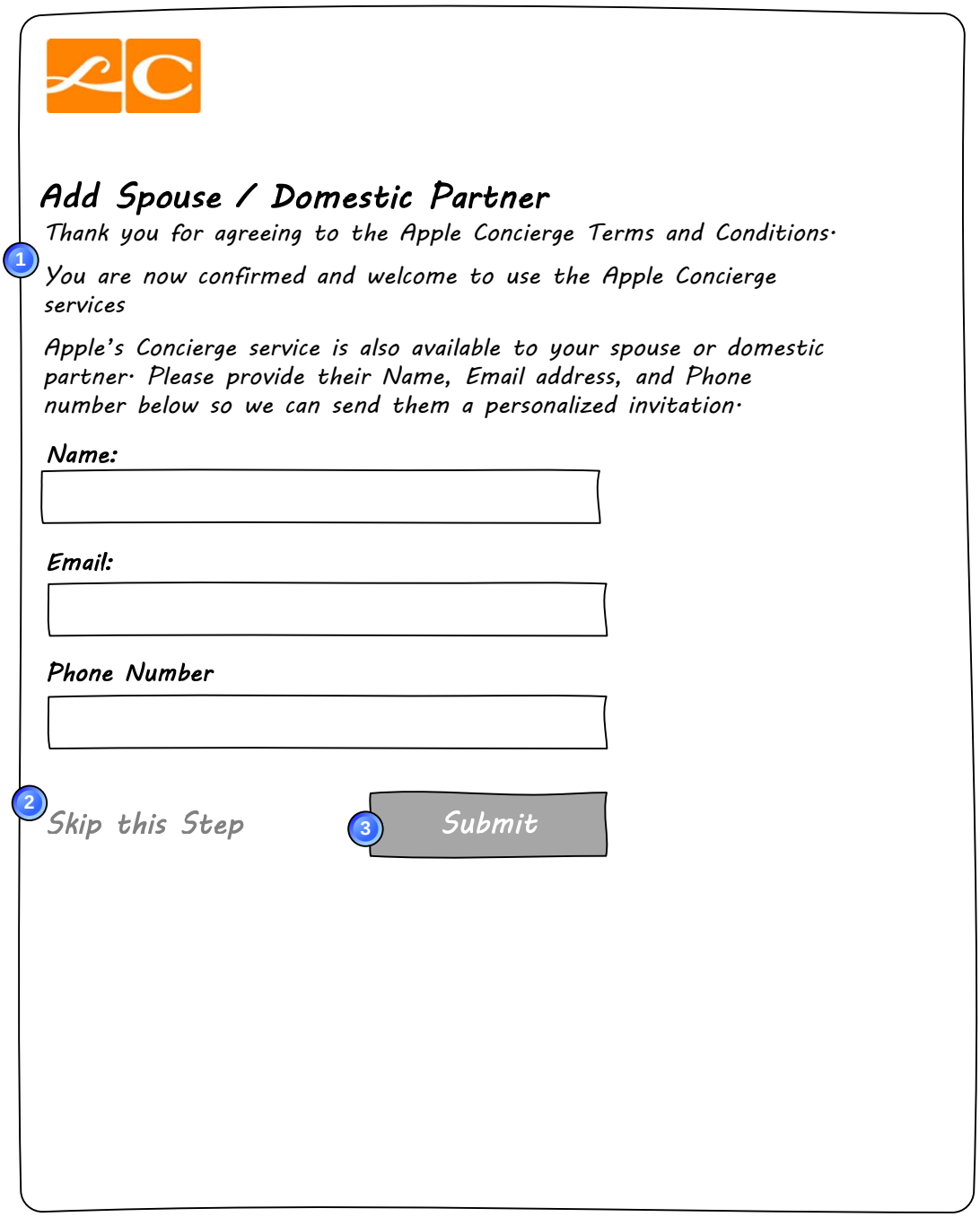
1.This link opens a static page that contains further detailed instructions about using the Concierge system.

2. This link opens the Online Request System

3. This link will start an email addressed to the appropriate address to the employee can initiate a new request by email,

4. This link opens the “Add a Spouse or Domestic Partner” page. **This dynamic paragraph is not present when this is sent to a Spouse or Domestic Partner.**

Step 5(a). Add Spouse/Domestic Partner Online



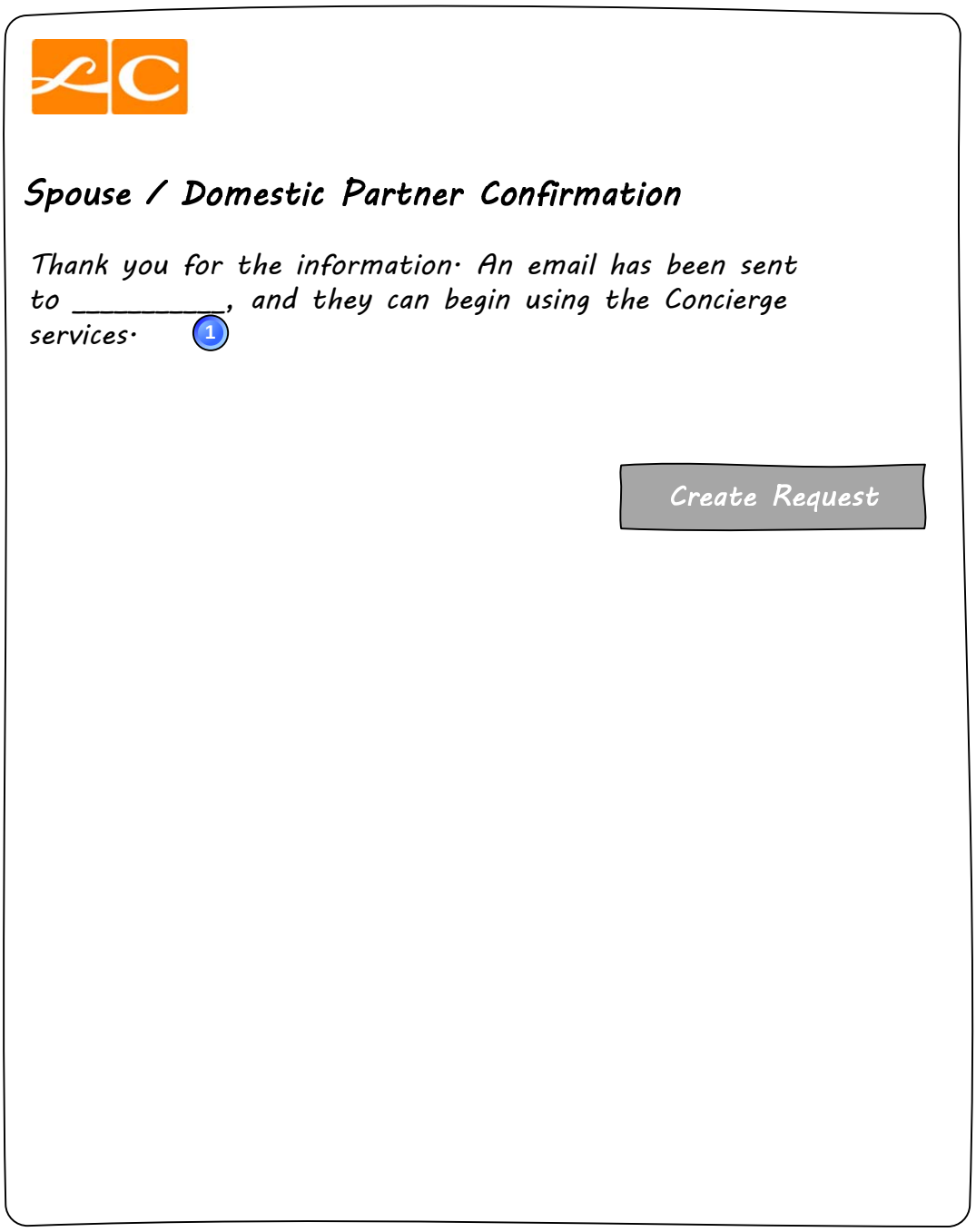
Notes:

1. This initial confirmation message is only present when an employee has arrived on this page by way of accepting the Terms & Conditions. This is the confirmation of that acceptance.

2. The Skip This Step link bypasses this form and opens the Request Form.

3. The Submit button submits the spouse information and then opens the Request Form.

Step 5(b). Online Request Form



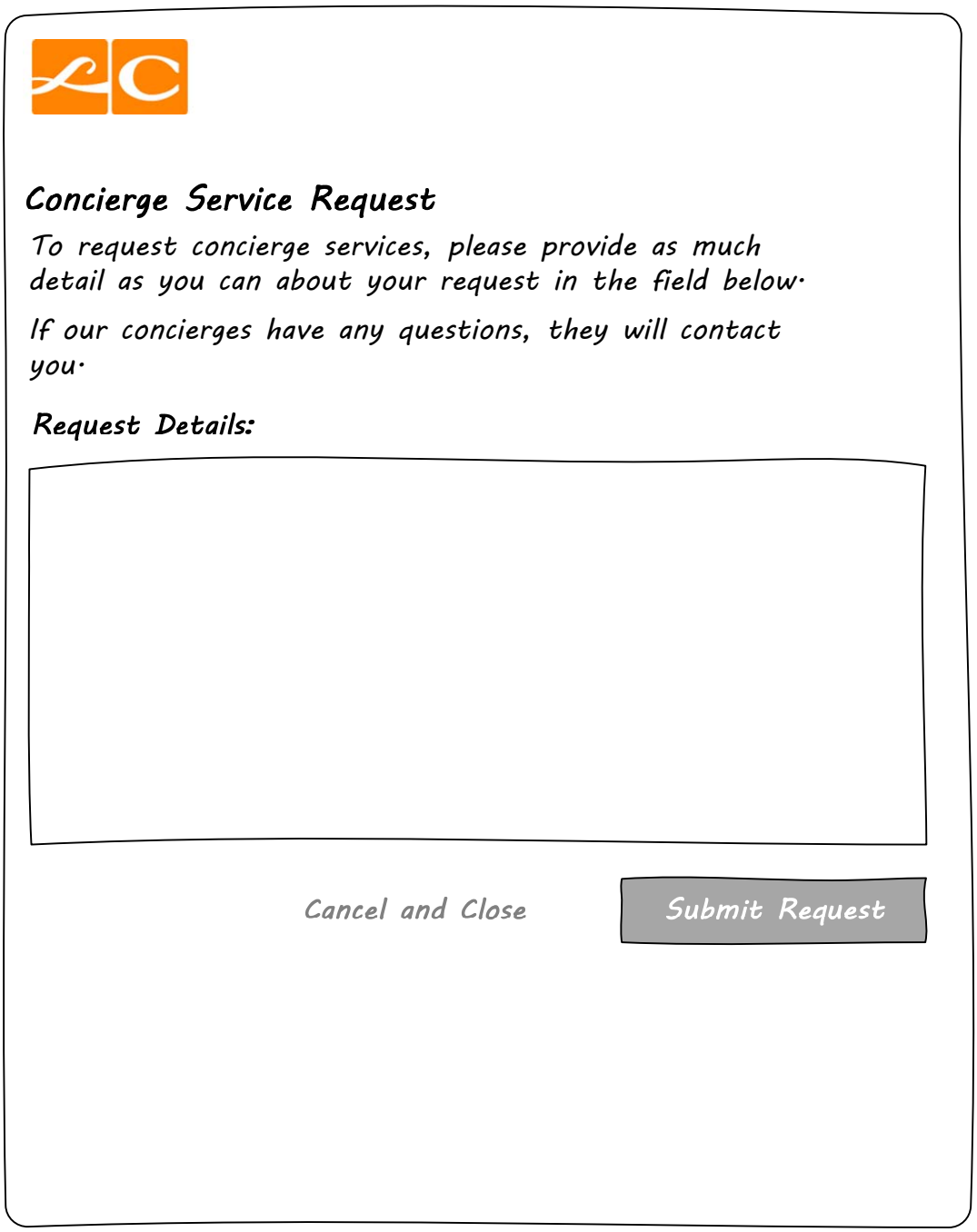
Notes:

1. The spouse's / domestic partner's name is inserted here as a confirmation.

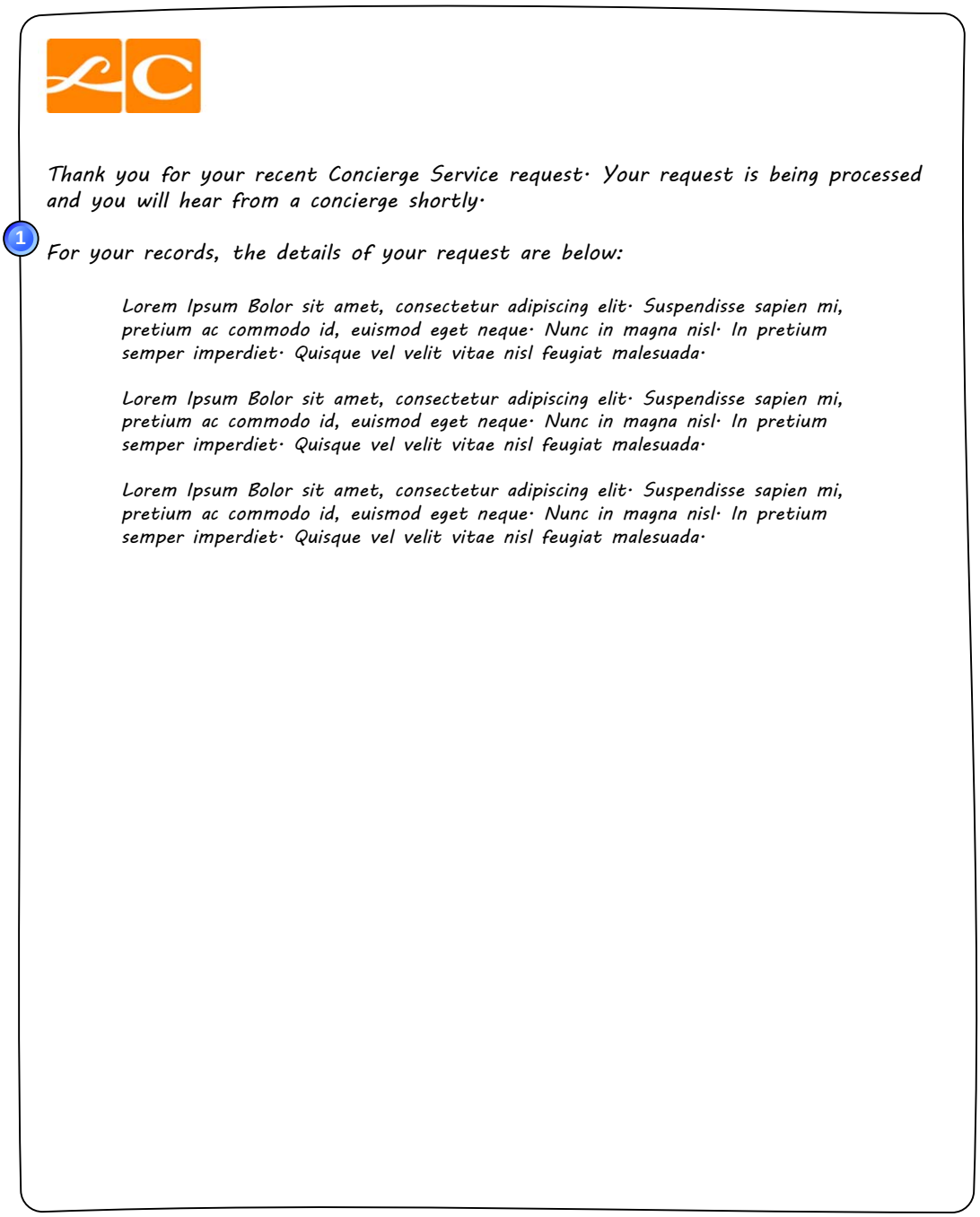
Step 6(a). Smart Agent Request Form

This page is within Smart Agent, and the interface already exists. Mockups will not be included

Step 6(b). Online Request Form



Step 7a. Online Confirmation



Thank you for your recent Concierge Service request. Your request is being processed and you will hear from a concierge shortly.

1

For your records, the details of your request are below:

Lorem Ipsum Bolor sit amet, consectetur adipiscing elit. Suspendisse sapien mi, pretium ac commodo id, euismod eget neque. Nunc in magna nisl. In pretium semper imperdiet. Quisque vel velit vitae nisl feugiat malesuada.

Lorem Ipsum Bolor sit amet, consectetur adipiscing elit. Suspendisse sapien mi, pretium ac commodo id, euismod eget neque. Nunc in magna nisl. In pretium semper imperdiet. Quisque vel velit vitae nisl feugiat malesuada.

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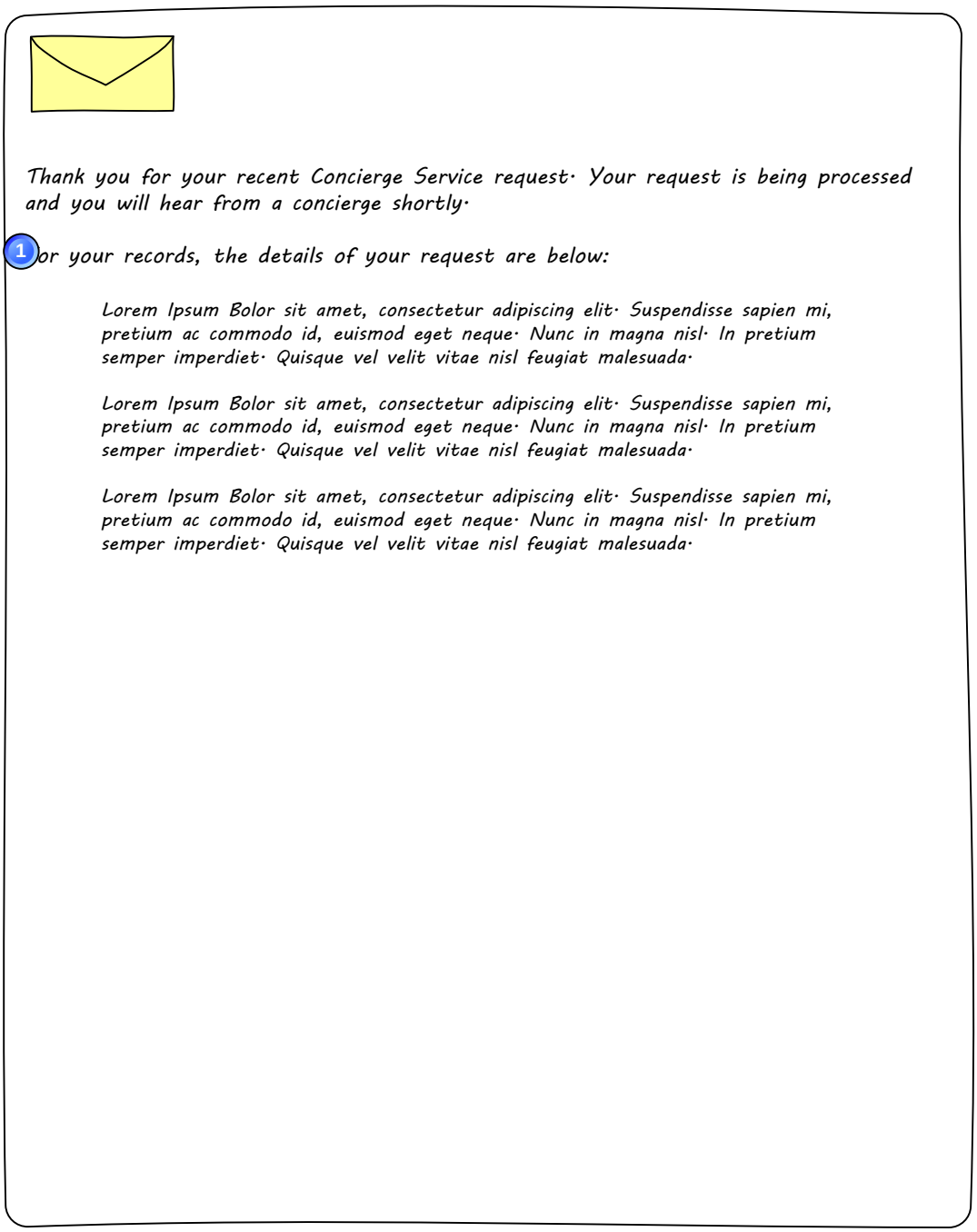
Notes:

1. This page is presented as a confirmation only to those employees who have submitted their Request via the Employee Portal.

Step 7b. Emailed Confirmation



Thank you for your recent Concierge Service request. Your request is being processed and you will hear from a concierge shortly.

1 or your records, the details of your request are below:

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Notes:

1. This email is sent as a confirmation only to those employees who have submitted their Request by email.