

Scenario 2: Standard Procedures (Login)

End User	User Services	ECS
<p data-bbox="300 597 674 670">User phones U.S. asking for login procedures.</p> <p data-bbox="300 821 638 964">User starts up WWW viewer. Selects/Opens URL as provided by User Services.</p>	<p data-bbox="800 597 1236 670">Rep gives URL for login help procedures.</p> <p data-bbox="800 712 1173 745">Rep e-mails URL to User</p>	<p data-bbox="1404 1037 1892 1144">ECS Document Data Server returns HTML document outlining user login procedures.</p>

Note: User Services can develop new procedures as HTML and archive in the D.D.S.