

# Annex B – s-net banner and landing page

The screenshot shows the s-net homepage banner and landing page. At the top, there is a navigation bar with the s-net logo, search boxes, and a menu with items: Home, News, Events, Discussions, Self service, Maps and GIS, Jobs, and My Helpdesk. The main content area features a large blue banner with a red rotary phone and the text "On message Can't get to the phone? Tips for making sure your callers can still get the help they need." Below the banner are three columns of links: "Find it" (Maps, Printers, Organisational chart, Surrey-i data portal, Tools, guides and forms, Product directory), "Apply for it" (Lease car scheme, DBS check, Leave and time off, Cycle to work scheme, Travel expenses and benefits), and "Report it" (My Helpdesk, NEW: IT self service, Whistle blowing, IT security and data breaches, Report an accident or incident). There is also a "Supporting you" section with various services like Pay and Reward consultation, My Learning Online, etc. The bottom of the page shows a Windows taskbar with the date 01/03/2016 and time 11:36.

The screenshot shows the s-net page for "Telephone and voicemail guidance". The breadcrumb trail is "Home > Organisational info > Customer service > Customer promise". The page title is "Telephone and voicemail guidance". The main text says "Follow this guidance to make sure customers, colleagues and members get the help they need from you." Below this is a list of bullet points: "When available, calls must be answered promptly", "When unavailable, divert your calls to a colleague or voicemail", and "Where voicemail is used, it should: be up-to-date, indicate your availability (for example; in/out of the office, on leave, return date), be responded to promptly, and provide an alternative contact when you are away." There is a "Find out more" section with links to "Telephone and voicemail policy" and "Customer promise". The page is updated: "Updated: 26 Feb 2016 | Simon Scott | Send to a colleague". The bottom of the page shows a Windows taskbar with the date 01/03/2016 and time 11:37.

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