

Workscope's HR Service Center

Providing 24x7 HR phone support from knowledgeable, on-shore call counselors to help employees with benefit-related questions that arise during the enrollment process and throughout the year.



The Challenge

Today's HR organizations are responsible for driving key corporate initiatives, including the achievement of workforce-related performance and cost-reduction goals. But on any given workday, handling benefits administration and associated employee inquiries can consume HR resources, leaving little time to focus on strategic priorities. To further complicate matters, many employees need responses to benefit questions outside the normal business hours of 9:00 a.m. and 5:00 p.m., Monday through Friday. How can HR provide cost-effective 24x7 support to employees during the online enrollment process and as benefit-related issues arise throughout the year — while still addressing strategic initiatives?

The Solution

Located in Boise, Idaho, Workscope's HR Service Center provides employees with round-the-clock access to accurate, consistent information about benefit-related events, transactions, and other HR issues over the phone. Our on-shore HR Service Center is staffed by friendly, responsive call counselors who offer the HR domain expertise, company-specific plan knowledge, and customer service experience needed to handle eligibility questions, self-service enrollment support, employee advocacy, case management, and other HR issues.

An integrated component of Workscope's Outsourced Benefits Administration (OBA) solution, our HR Service Center serves as a trusted extension of your HR department. It combines state-of-the-art technology

and service center best practices that are tailored and personalized to meet your organization's unique requirements. As a result, your employees receive complete, cost-effective resolution of HR-related inquiries, allowing your HR professionals to focus on more strategic initiatives.

The Advantages

On-shore Service Center with a Focus on Quality

Workscope's HR Service Center has best-in-class technology, processes, training programs, and monitoring systems in place to ensure your employees receive the highest quality service. By improving response quality during the employee's initial call, our experienced call counselors can reduce — or even eliminate — the need for multiple interactions, resulting in more efficient, cost-effective service delivery over time.

Workscope's call counselors are compensated based on response quality, information accuracy, and customer care metrics — not call volumes — so your employees can count on excellent services from their first contact. Plus, Workscope's HR Service Center can provide service to employee populations with diverse language needs — all from an on-shore facility based in Boise, Idaho.

24x7 Availability

Statistics show that employees frequently require HR support outside of normal business hours. Consider these examples:

- Busy families make benefit decisions during dinner table discussions on the weekend
- Medical emergencies — the source of many benefit issues — happen at all hours of the day or night
- Third-shift or on-the-road employees have little choice but to take care of benefit enrollment updates and claims outside of the standard nine-to-five workday

What's more, as more employers offer Web-based benefits applications that enable employees to access information and perform transactions at any time, 24x7 service center support is becoming more important than ever before. That's why Workscope's HR Service Center is available 24 hours a day, seven days a week to ensure that HR support is always just a phone call away.

Unparalleled Experience

For more than a decade, Workscope's HR Service Center has provided benefits and HR-related support to millions of client employees. Thanks to our proven recruitment methods, training programs, and technology, all of our call counselors offer the deep experience and specialized expertise required to serve as an effective extension of your HR department. They use a comprehensive benefits and policy knowledge base so your employees can count on clear, consistent information about benefits, eligibility, and other HR-related topics. With prompt, accurate answers to HR questions just a phone call away, your employees can resolve problems quickly for improved productivity and peace of mind.

Customized Service

With Workscope's HR Service Center, your employees receive personalized service from call counselors who address employees as your own HR team would — from the way they answer the phone to the terminology they use during the call. All knowledge bases, FAQs, escalation policies, and more are customized to reflect your unique benefits and HR programs, including specific guidelines for eligibility, coverage, and service. This tailored approach ensures that employees can take advantage of the complete range of available benefits programs and fully understand specific coverage rules for informed decision making.

Service Highlights

Multiple Delivery Options

Workscope's choice of HR service delivery options eliminates the need to maintain multiple employee service modules to accommodate the needs of diverse employee populations across geographically dispersed organizations. You simply design the solution delivery model that best meets the unique requirements of your employees. Because Workscope's HR Service Center is fully integrated with our self-service OBA applications, it provides a reliable and cost-effective outsourcing option for:

- assisting online user populations, including those with diverse language needs
- delivering full-service support to offline employees and/or retirees, such as those who lack computer access or have visual impairments, language barriers, or other special needs

Your delivery options can also include a choice of shared or dedicated call counselors.

Tiered Service Structure

Workscope's HR Service Center, a critical component of our OBA service delivery model, is designed to enable fast, thorough resolution of employee inquiries.

- **Tier 0:** Online Service: Self-Service Applications with Online Help (Knowledge base, FAQs)
- **Tier 1:** Inbound Inquiries, Forms Fulfillment, Application User Support
- **Tier 2:** Case Management, Transaction Processing
- **Tier 3:** Client Escalation, Technical Escalation

Workscope's tiered service structure provides the best service/cost ratio for your company. Calls enter the HR Service Center at Tier 1, and based on complexity, are managed through a suitable escalation path to closure. Tight integration with Workscope's self-service OBA applications ensures future adoption is driven to the low-cost Tier 0 service for greater cost savings.

Continuous Improvement

Our call counselors are trained to identify call trends and "red flag" repeat issues encountered by employees using our self-service OBA applications. Workscope uses this "closed loop" feedback system to continuously improve the usability of our online applications, driving up self-service adoption rates and driving down service delivery costs.

Comprehensive Reporting

Comprehensive reporting keeps you up to date on call activity and service quality. You'll receive detailed reports containing critical statistics and data, including:

- Call logs
- Issue status
- Ticket closure rates
- Call trends
- Repeat issues

These reports provide the information you need to monitor overall usage and issue resolution and to ensure that employees are receiving the level of HR service they expect and deserve. In addition, these reports help Workscope identify ways to continually improve our self-service OBA applications and deliver more cost-effective HR services to you and your organization.