

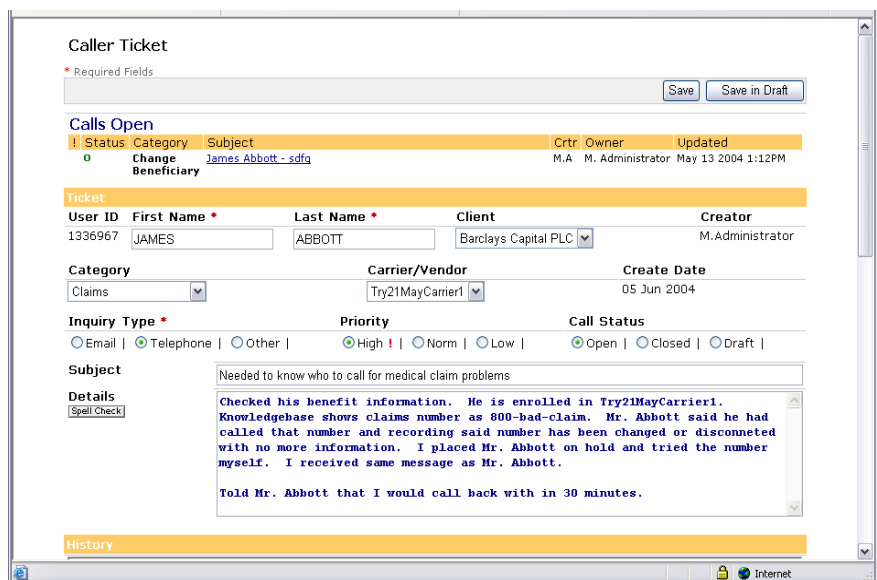
# Enwisen's AnswerSource HR™ Service Center

*"Enwisen's HR Service Center is powerful, flexible, cost effective, and quick to install. The bottom line is that it has helped us to deliver better service to employees."*

Stan Kenyon, New Practice Leader  
Crayford Benefit Consultants

- Integrates with AnswerSource Employee to respond to employee inquiries quickly and accurately with personalized information based on employee role
- Searches on employee name/ID, or direct look-up from integrated HRMS views – integrates with all

- Improves employee morale and retention
- Reduces costs by increasing first call resolution, speeding up CSR ramp-up, improving productivity and decreasing liability



The screenshot displays a 'Caller Ticket' form with the following details:

- Caller Ticket:** Includes 'Required Fields' and 'Save'/'Save in Draft' buttons.
- Calls Open:** A table with columns: Status, Category, Subject, Ctrr, Owner, Updated. One entry is visible: Status: 0, Category: Change Beneficiary, Subject: James Abbott - sdfa, Ctrr: M.A, Owner: M. Administrator, Updated: May 13 2004 1:12PM.
- Ticket:** Fields for User ID (1336967), First Name (JAMES), Last Name (ABBOTT), Client (Barclays Capital PLC), and Creator (M.Administrator).
- Category:** Claims (dropdown), Carrier/Vendor (Try21MayCarrier1 dropdown), and Create Date (05 Jun 2004).
- Inquiry Type:** Radio buttons for Email, Telephone (selected), and Other.
- Priority:** Radio buttons for High (selected), Norm, and Low.
- Call Status:** Radio buttons for Open (selected), Closed, and Draft.
- Subject:** Needed to know who to call for medical claim problems.
- Details:** A text area containing the following text: "Checked his benefit information. He is enrolled in Try21MayCarrier1. Knowledgebase shows claims number as 800-bad-claim. Mr. Abbott said he had called that number and recording said number has been changed or disconnected with no more information. I placed Mr. Abbott on hold and tried the number myself. I received same message as Mr. Abbott. Told Mr. Abbott that I would call back with in 30 minutes."
- History:** A section at the bottom for tracking call history.

- Organizes tracking and reporting
  - Searchable call history
  - Ad hoc online reports plus pre-defined report templates
  - CSRs can assign and escalate tickets to appropriate resolution level
  - Post and manage multiple HR documents
- Configurable dashboard provides direct access to open calls, ticklers, announcements, documents and reports
- vendor and/or inhouse HR platforms
- Allows issue tickets to be configured to include your specific company fields and drop down menus
- Pre-populates tickets with employee data; tickets include embedded, one-click access to AnswerSource Employee content, caller history and other information you define

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