



AUMCPBO—September 2019



Wespath
BENEFITS | INVESTMENTS

Benefit Administration and Customer Service Update

Customer Service Update



**Call
Experience**



**Data
Availability**



**Survivor
Benefits**



**Navigating
Customer
Service**



**Prior
Updates**



**MAGIC
Training**

Customer Service Update



Call Experience

- New process, more personalized
- Escalation process
- IVR evaluation



Data
Availability



Survivor
Benefits



Navigating
Customer Service



Prior
Updates



MAGIC
Training

Customer Service Update



Call
Experience



Data Availability

- Privacy for participants



Survivor
Benefits



Navigating
Customer Service



Prior
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MAGIC
Training

Customer Service Update



Call Experience



Data Availability



Survivor Benefits

- Process redesign
- Earlier engagement with survivors
- Data availability



Navigating Customer Service



Prior Updates



MAGIC Training

Customer Service Update



Call
Experience



Data
Availability



Survivor
Benefits



Prior
Updates



MAGIC
Training

Navigating Customer Service

- Helping conferences contact the right team

Customer Service Update



Call
Experience



Data
Availability



Survivor
Benefits



Navigating
Customer Service



Prior Updates

- Moving expenses
- BAP enhancement—
death benefit eligibility
- Retirement season
- PIN replacement



MAGIC
Training

Customer Service Update



Call Experience



Data Availability



Survivor Benefits



Navigating Customer Service



Prior Updates



MAGIC Training

- New training program in Customer Service
- **M**ake **A** Great **I**mpression on the **C**ustomer



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