





Conduent: About our Chesapeake, VA HR Service Center











Hershey Employee Call Center: Chesapeake, VA



- Serves 12 employee call center clients
- Staffing Experience: CSRs (2-3 years); Leaders
- (3-5 years); Managers (7-10+ years)

- **Onsite Specialty Call Center**
- Calls, Contact Us, and Click to Chat

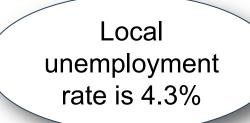






Your Team in Chesapeake

Talent sourced from 6 local universities and 2 naval bases







Future job growth over next ten years forecast as 35.31%

Community partners with Opportunity INC, Salvation Army, Relay for Life, and American Red Cross

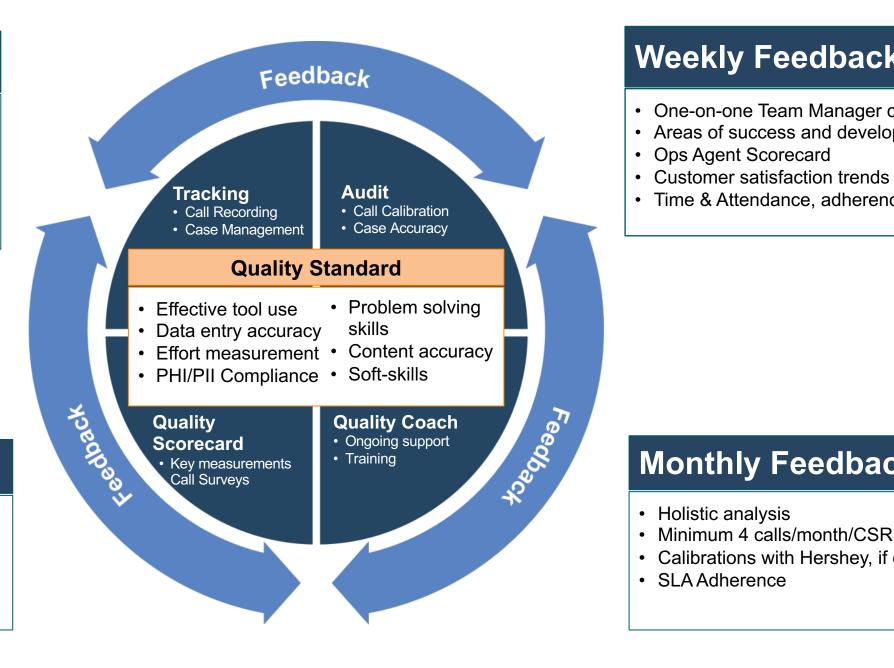
Performance Management

Daily Feedback

- Quality scores on calls, emails, chats
- Case Management callbacks, closure and handling
- Daily Metrics (contacts, attendance) via real-time dashboarding

Annual Feedback

- Participation in corporate annual cycle using MyStats and quality data
- Development and promotion opportunities through A2 through A4 roles





Weekly Feedback

 One-on-one Team Manager coaching Areas of success and development • Time & Attendance, adherence review

Monthly Feedback

• Minimum 4 calls/month/CSR Calibrations with Hershey, if desired

Quality Management

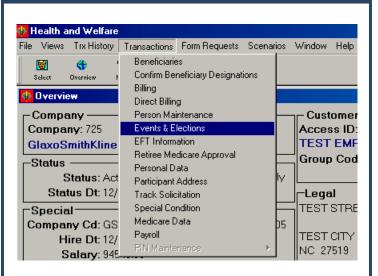
- 1. What is the People Need?
- 2. What is the Product Need?
- 3. What is the root cause that would have prevented the situation and/or contact into the Center?
- 4. What are the impacts of effort on the Participant and CSR?

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Representative Desktop Tools

Account Inquiry



- Provides access to all key administrative data
- Stores records of all transactions and outbound communications
- Integrated with IVR and screenpop technology for CSRs to see authenticated callers

<mark>nduent™</mark> Case Manage	ment Insurance	CCM Home
Admin Activities	Work Next Case	Start Phone Call
Administrative Activities	Perform Workflow Activity on Next Case in Work Queue	Start a New Incoming Phone Call

Case Management

- Creates, tracks, and routes inquiries / corresponding actions
- Integrates with call center software and external systems to ensure immediate access to back-office systems, imaging
- Prompts when callbacks are due

Knowledgebase CONDUENT Q 🛔 Home Discove wing results 1-25 of 11 • 17 Sort by Title All Clients: All Services - Reference - Call Escalation Definition Filter By Internal Reference rate office, the client's senior leadership, or threaten GTD Clients (35) HRO_TBO Clients GTD Clients HRO_TEO Clients HRO Clients Right Opt Clients TEO Clients Regions: South America North America Latin America Right Opt Client: TBO Clients (114 All Clients: All Services - Reference - Notification of Unauthorized Address Chang EHRO Clients HRO Clients (2) inition: It is considered a Security Incident if a participant or retiree indicates his/her postal mail address was changed w HRS Clients ic immediate action is required in these situations. Action Regul ated: Apr 17, 2017, Last Modified: Apr 17, 2011 Clients: GTD Clients HR0_TBD Clients HR0 Clients Right Opt Clients TB0 Clients Regions: South America Latin America AsiaPac EMEA Disciplines: BPAAS Services HR Services Benefits Service Call Guides (5

- SSO access from desktop
- Detailed responses to process auestions
- Call guides to help CSRs efficiently guide participants
- Robust searching with minimal key-clicks, integrated with VA
- Integrated with VA allowing for seamless handoff of chat transcript Enables CSRs to co-browse with portal end-users



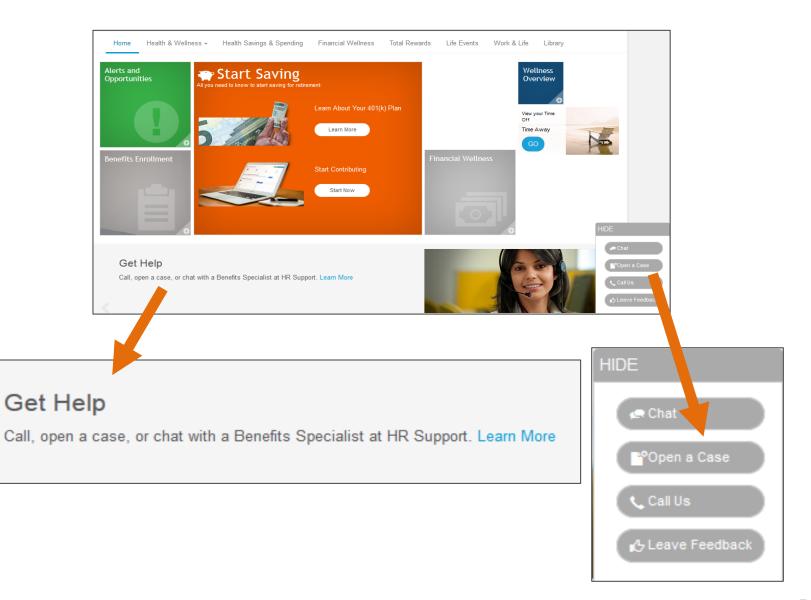
Chat Interface



CSRs handle chats and calls but not concurrently

Integrated Participant Case Management

- Accessible by Participants through the L@W portal
- Ability to Initiate and monitor Life Events and Issues from Start to Finish (without calling to check status)
- Push notifications to inform participants of status throughout the journey





Plan Sponsor **One Stop Shopping**

Reporting

- Dashboard
- Standard and Ad Hoc Reports

Tools

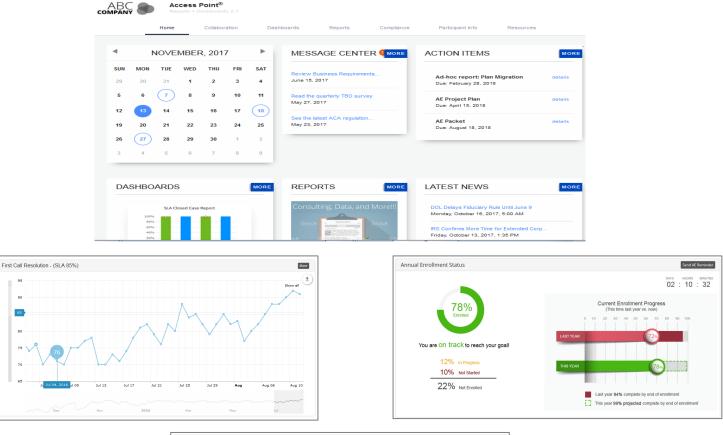
- Case Management
- Imaging
- Ability to Log into Self-Service Portal as Participant

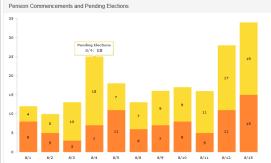
Compliance

- U.S. Benefits Alerts
- Consulting Subscriptions

Collaboration

- Document Sharing
- **Business Requirements**
- Project Schedules
- Financial Management Reporting •
- Day-to-Day Operations





Access Point

Conduent Confidential



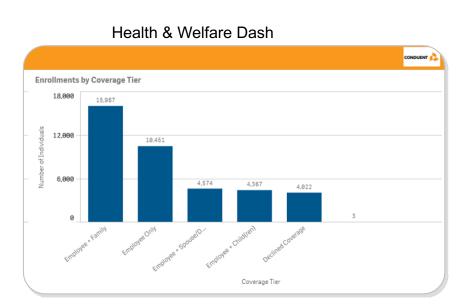
Team Contacts 🕌	CONDUENT 🎝	Terry Smith
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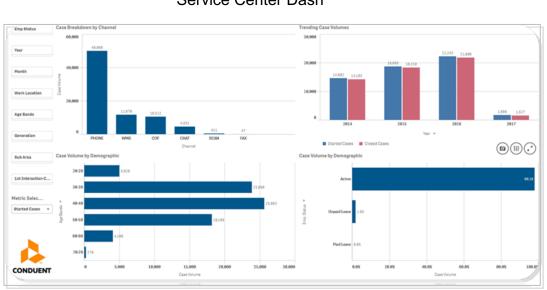
Conduent Focus Analytics

Uncover hidden trends / gain actionable insights

- Service Center •
- Health and Welfare •
- **Defined Benefit** •
- **Defined Contribution** •
- **HR** Administration •



Service Center Dash



Retirement Readiness Dash





Thank you.

Elizabeth Bufo

Client Partner, The Hershey Company

484-793-5431

Elizabeth.Bufo@conduent.com







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