

CONDUENT



# Conduent: About our Chesapeake, VA HR Service Center



# Hershey Employee Call Center: Chesapeake, VA



## Chesapeake, Virginia Facility

- Opened: 1999
- 500 employees
- 107,000 square foot facility
- Training and Fulfillment onsite
- ISO 9001:2000 certified
- Serves 12 employee call center clients
- Staffing Experience: CSRs (2-3 years); Leaders (3-5 years); Managers (7-10+ years)

## Services Provided

- 12-hour day in Service Center
- Supports H&W, COBRA, FSA, Defined Benefits, QDRO, Defined Contribution
- English/Spanish bilingual Representatives
- Beneficiary/Retirement White Glove
- Onsite Specialty Call Center
- Calls, Contact Us, and Click to Chat

## Representative Clients





# Your Team in Chesapeake

Talent sourced from 6 local universities and 2 naval bases

Local unemployment rate is 4.3%



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

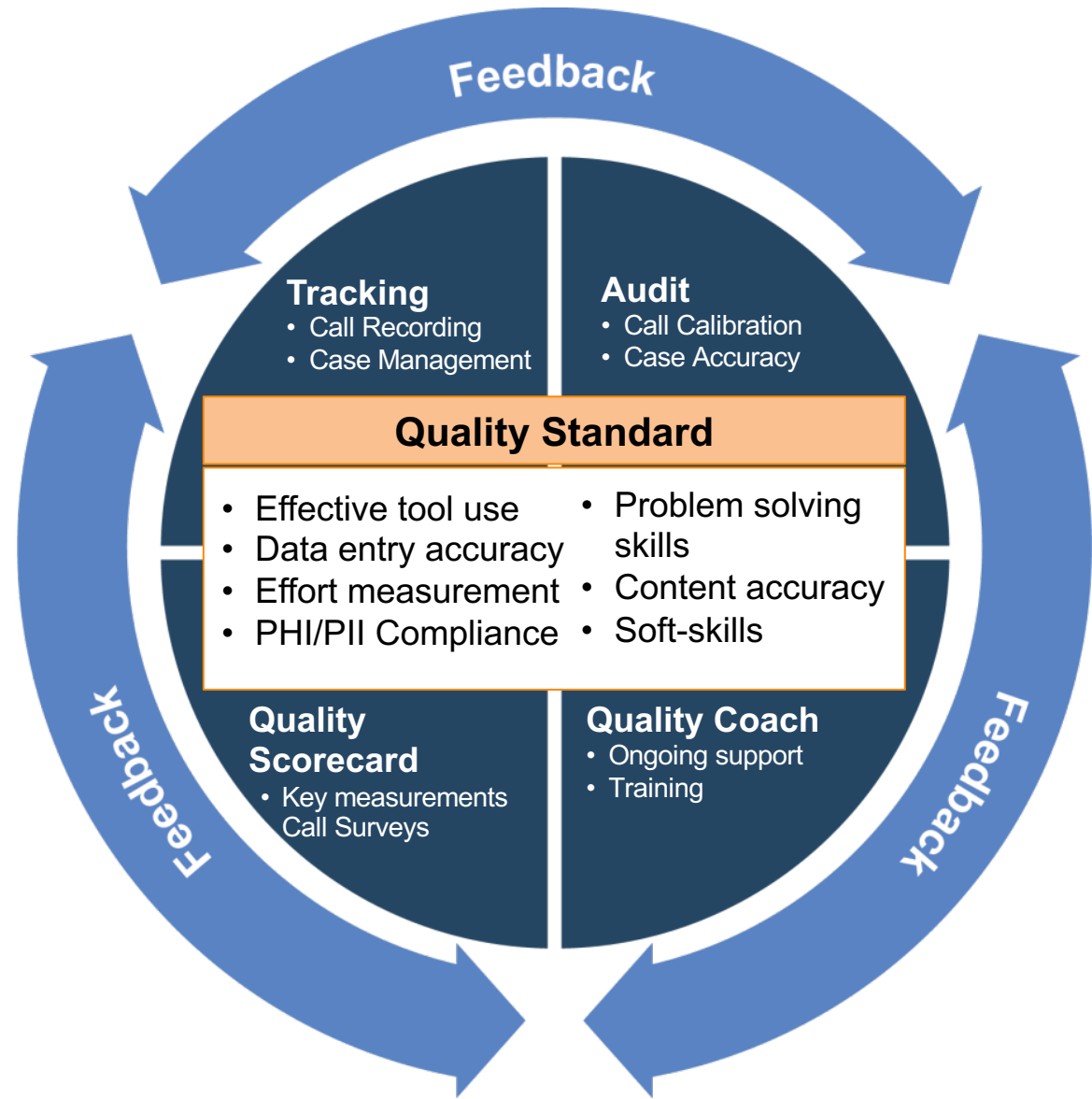
# Performance Management

## Daily Feedback

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

## Weekly Feedback

- One-on-one Team Manager coaching
- Areas of success and development
- Ops Agent Scorecard
- Customer satisfaction trends
- Time & Attendance, adherence review



## Annual Feedback

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

## Monthly Feedback

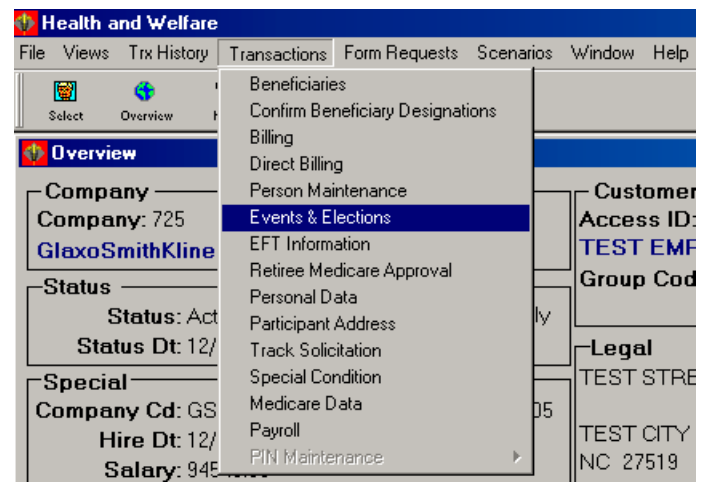
- Holistic analysis
- Minimum 4 calls/month/CSR
- Calibrations with Hershey, if desired
- SLA Adherence






# Representative Desktop Tools

## Account Inquiry



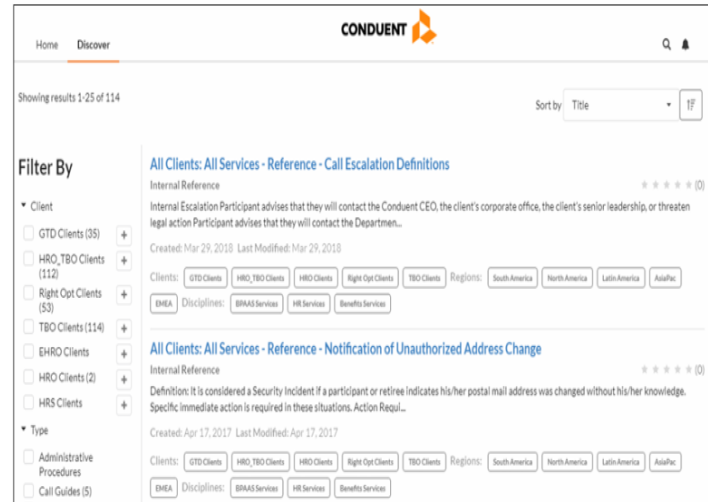
- Provides access to all key administrative data
- Stores records of all transactions and outbound communications
- Integrated with IVR and screen-pop technology for CSRs to see authenticated callers

## Case Management



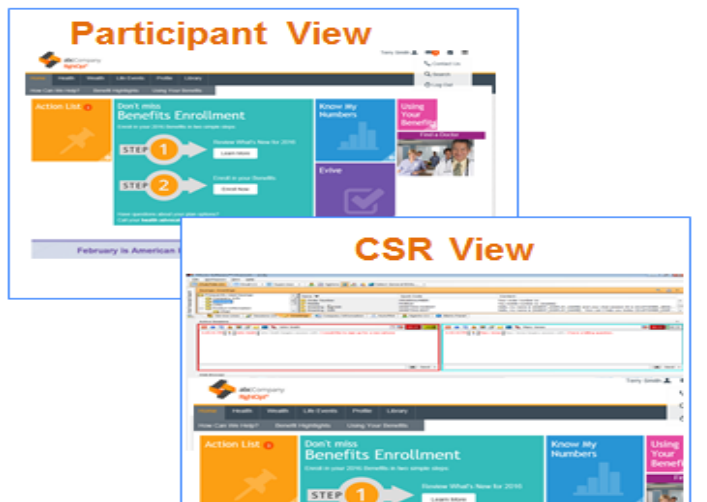
- Creates, tracks, and routes inquiries / corresponding actions
- Integrates with call center software and external systems to ensure immediate access to back-office systems, imaging
- Prompts when callbacks are due

## Knowledgebase



- SSO access from desktop
- Detailed responses to process questions
- Call guides to help CSRs efficiently guide participants
- Robust searching with minimal key-clicks, integrated with VA

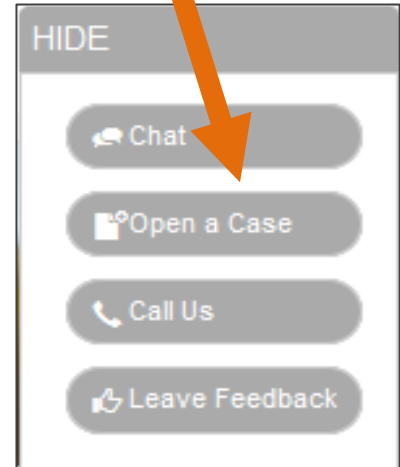
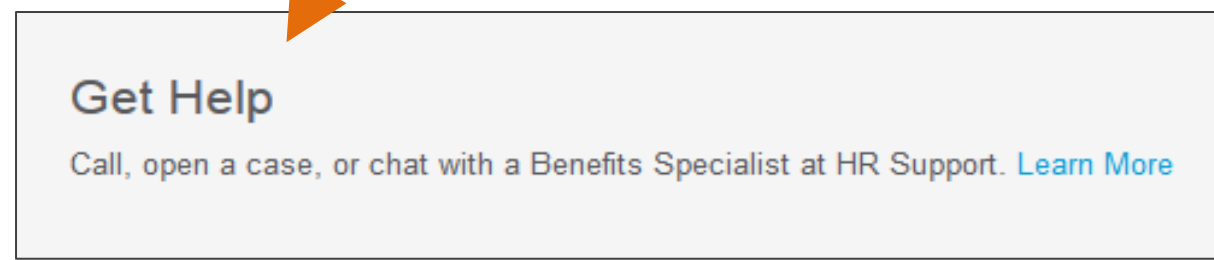
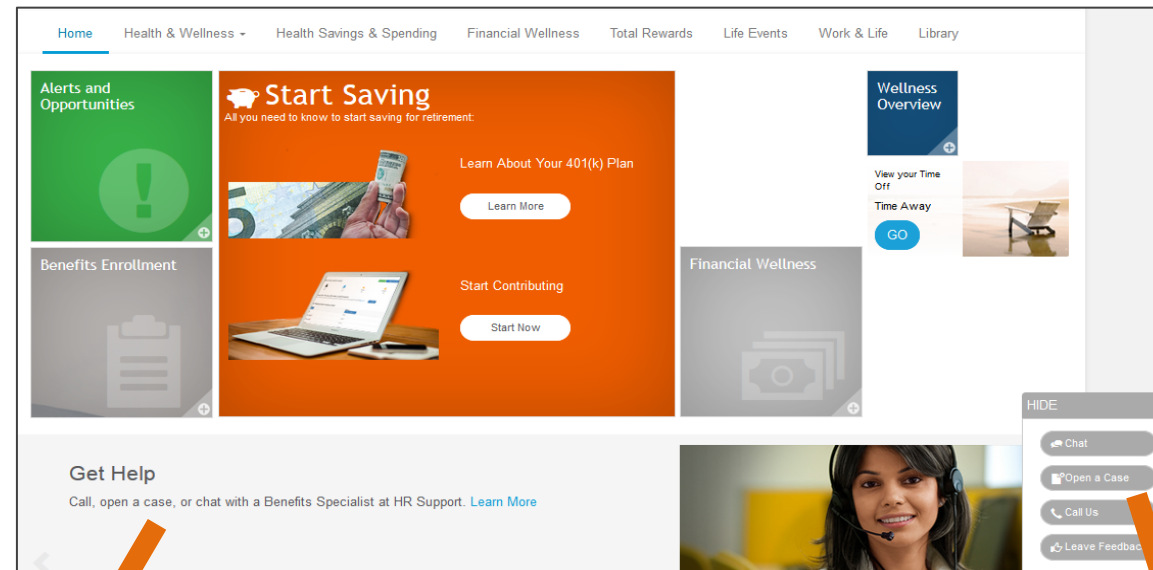
## Chat Interface



- Integrated with VA allowing for seamless handoff of chat transcript
- Enables CSRs to co-browse with portal end-users
- 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

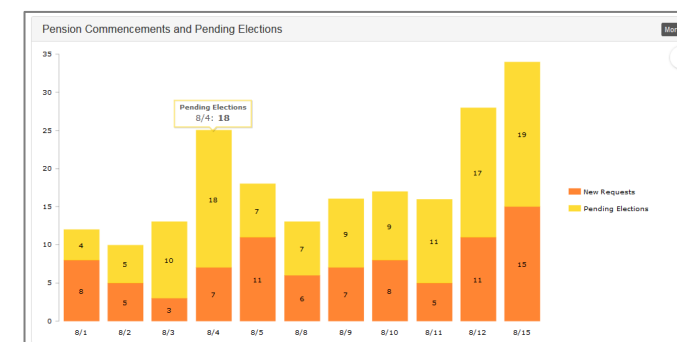
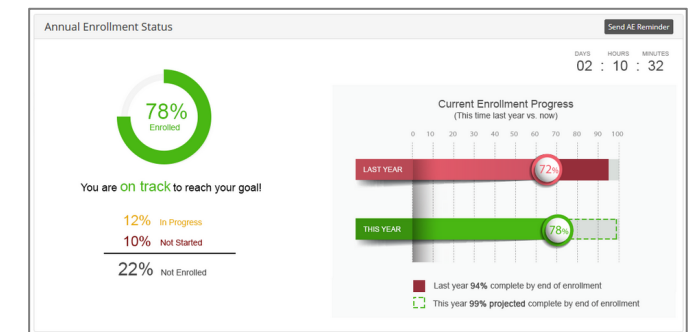
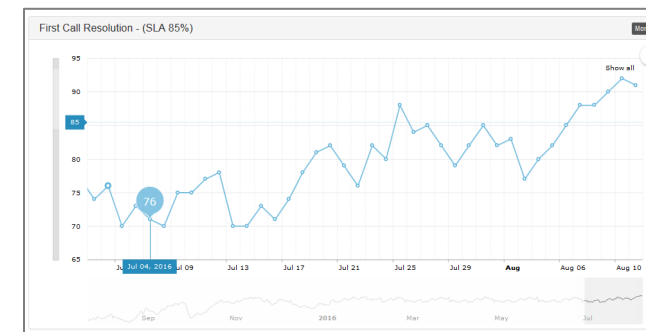
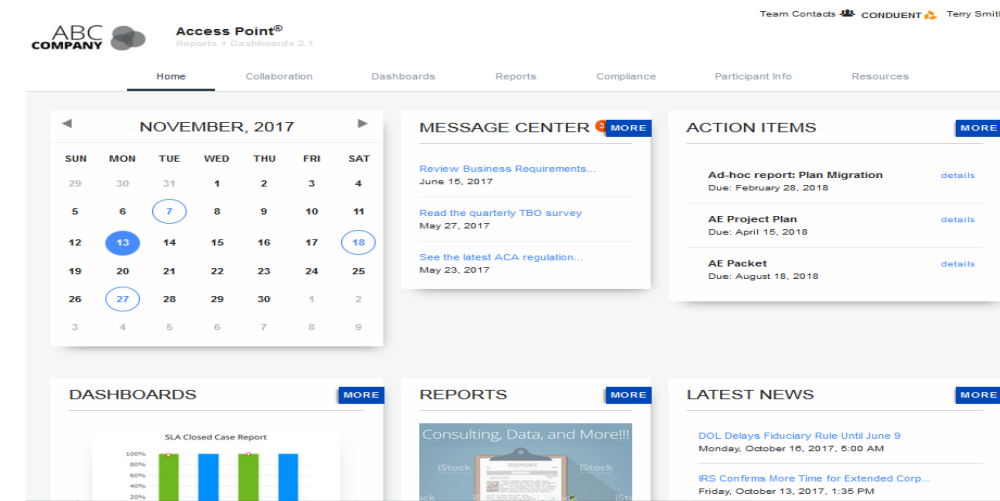
- Case Management
- Imaging
- Ability to Log into Self-Service Portal as Participant

## Compliance

- U.S. Benefits Alerts
- Consulting Subscriptions

## Collaboration

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

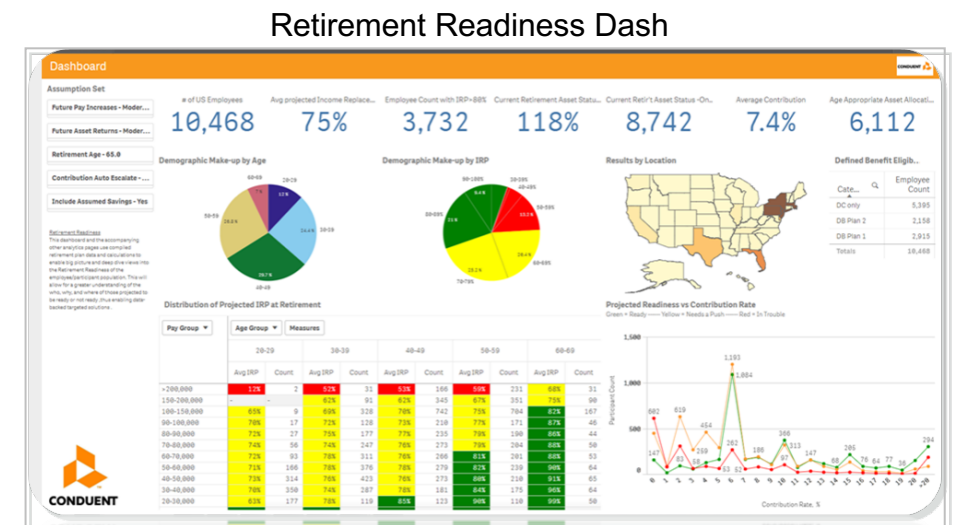
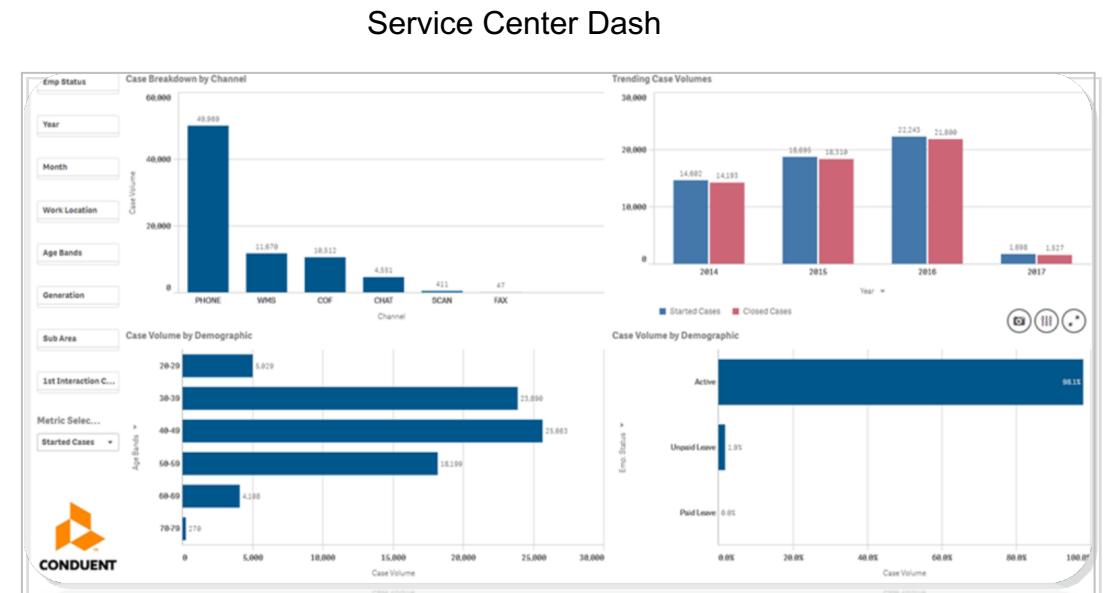
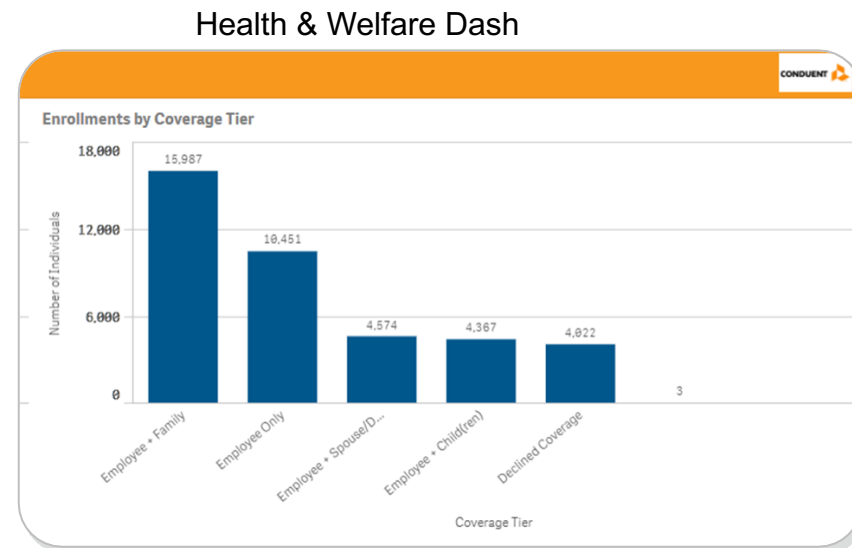




# Conduent Focus Analytics

## Uncover hidden trends / gain actionable insights

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



**Thank you.**

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