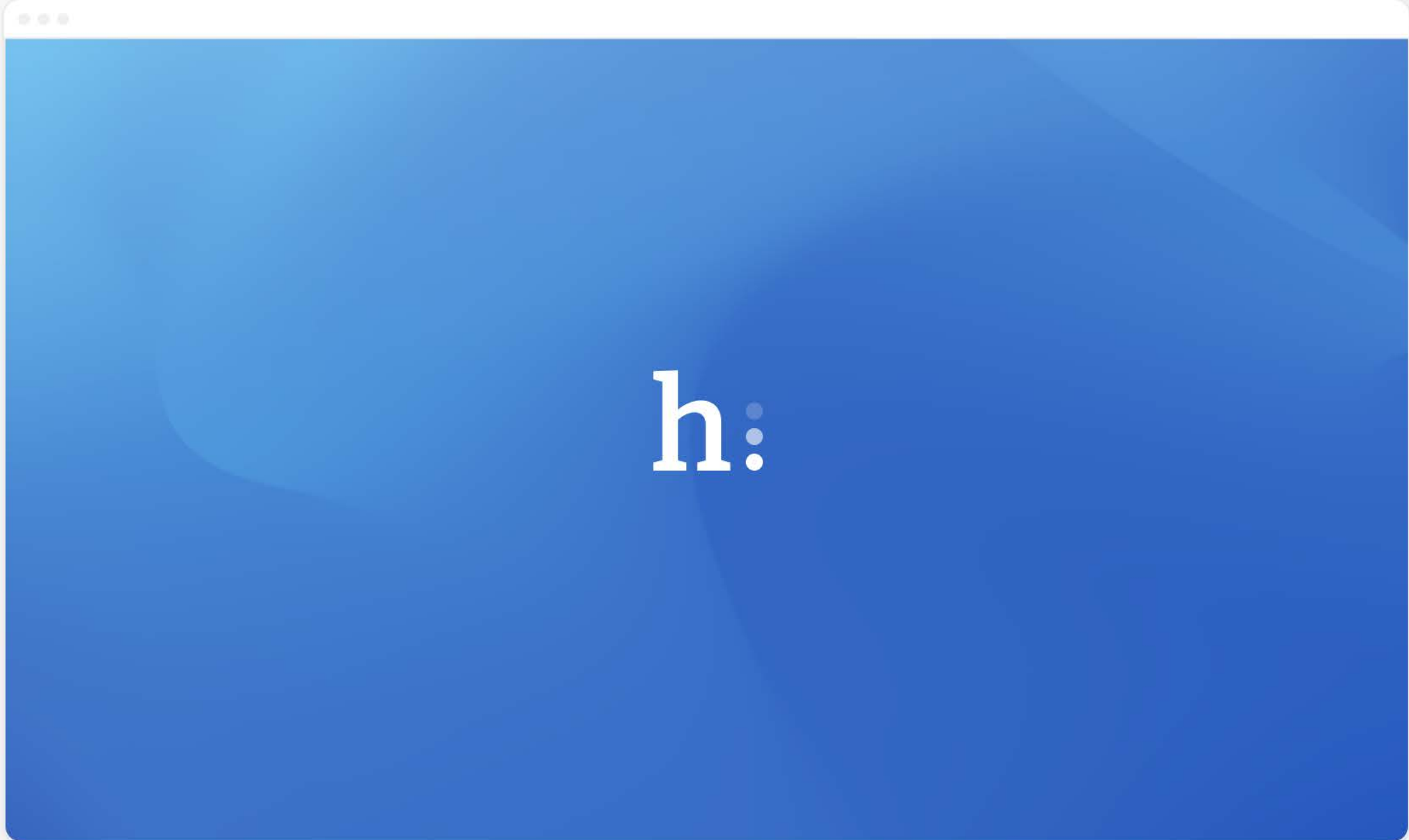




h.

The Care Management Ecosystem

The Care Management ecosystem is a culmination of all the various digital spaces on offer to both member and associates.

The aim is to have a single, unified digital mesh which communicates seamlessly and is user friendly.

PRIMARY USER ARCHETYPES CONSIDERED FOR THE CONCEPTS

-  **Alison Hedge**
Member
-  **June Maddock**
Health Representative
-  **Eli Birmingham**
Care Manager





Meet Alison

Member



Alison Hedge

5 8 3 2 T 2 0 1 1 2

Complex Care | Hypertension

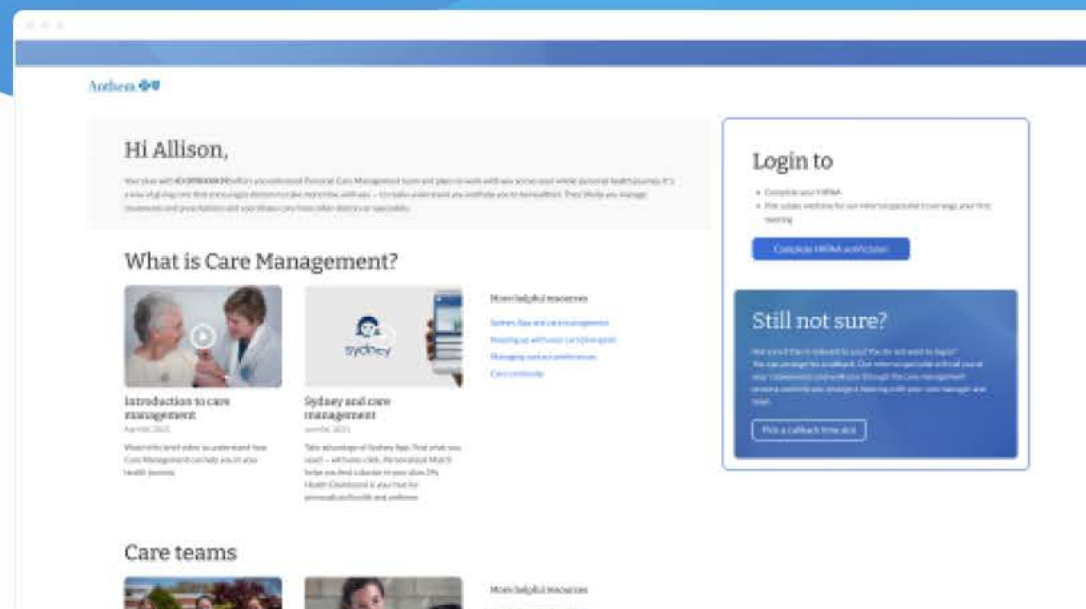
Recent Claims of ~\$2,304



Alison Hedge

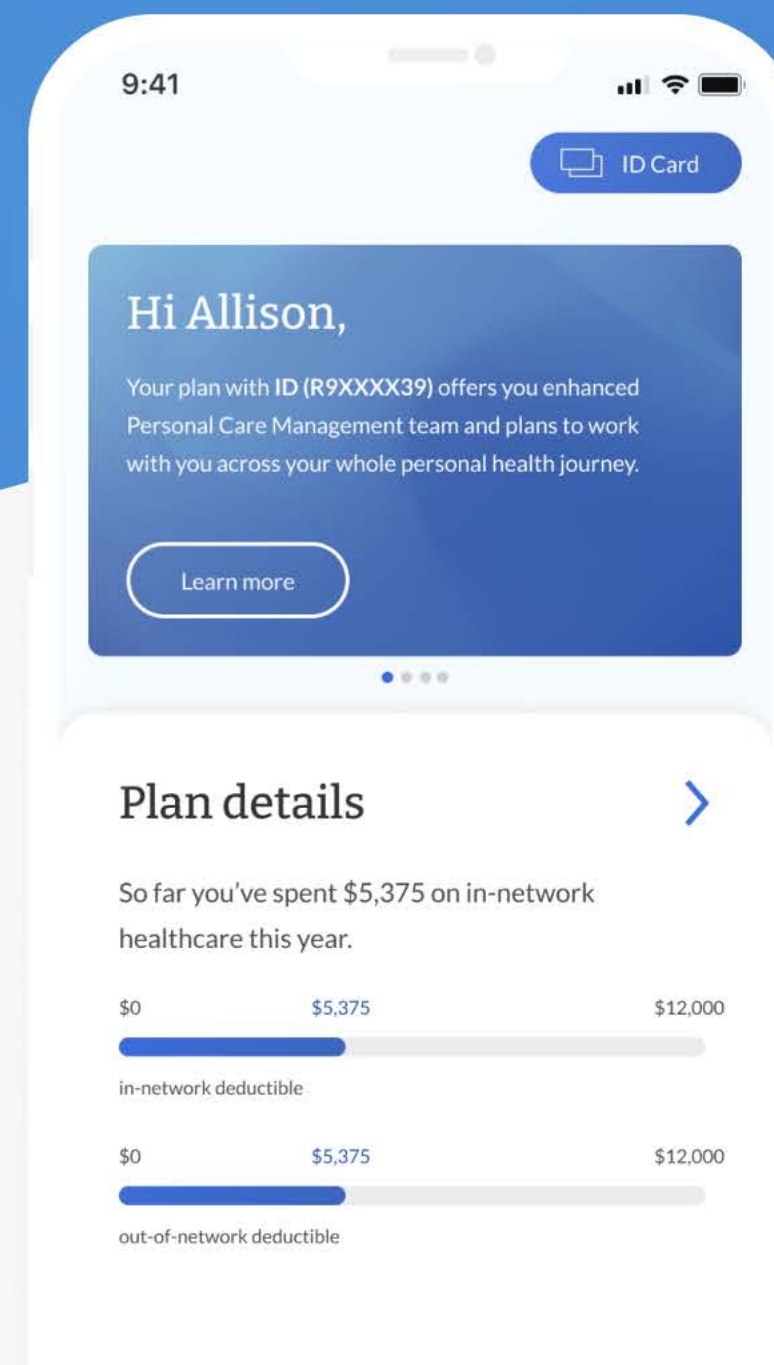
Member

The next day, Alison receives a notification on her application, asking her to consider the Care Management program.



The member can receive communication through multiple channels like dynamic links secured by credentials via Text, mail, the app or other digital channels.

Securing links via Credentials or other forms of MFA bolsters the fact that the communication is via the organisation.



THE APP now

We're here to help!
Hi Alison, we are glad to share this care management plan tailored to your necessities

MESSAGES now

We're here to help!
Hi Alison, we are glad to share this care management plan tailored to your necessities

The member is provided with details about care management and is given an option to join the program.

#Improved Care Management Intake



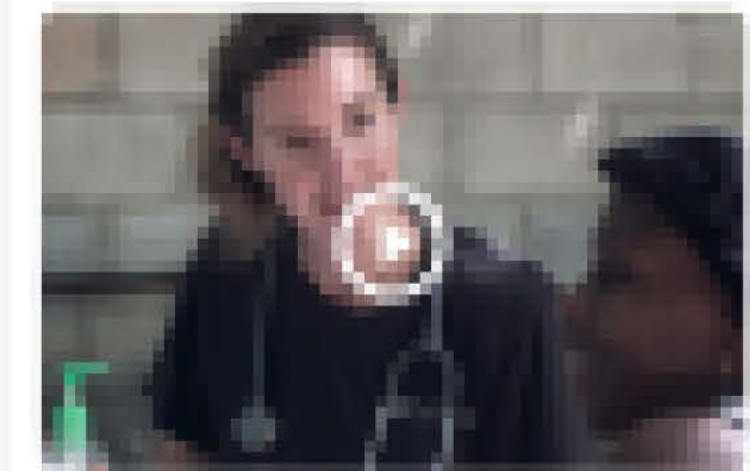
Care teams



Easy access

2023-10-10

Hi Alison, we are glad to share this care management plan tailored to your necessities



Care management

2023-10-10

Hi Alison, we are glad to share this care management plan tailored to your necessities

How helpful resources

Easy access

2023-10-10

Hi Alison, we are glad to share this care management plan tailored to your necessities

2023-10-10

Educational material about care management, which includes videos and links to articles can be provided to the member, to help them make an informed decision

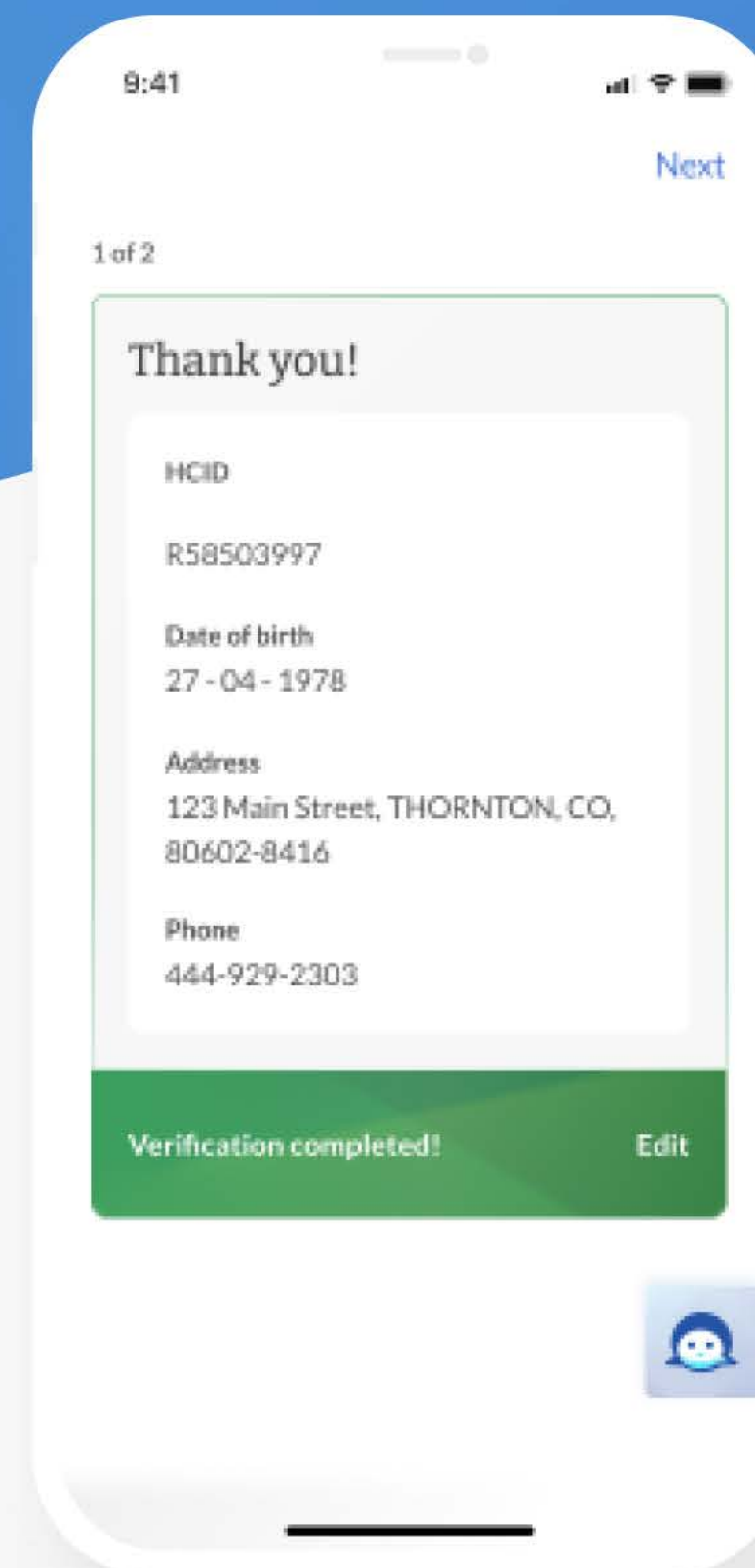
#Improved Care Management Intake



Alison Hedge

Member

Alison learns about care management, continues to complete her verification and picks a slot for a call from a Health Care Representative.



1 of 2

Thank you!

HCID
R58503997

Date of birth
27 - 04 - 1978

Address
123 Main Street, THORNTON, CO,
80602-8416

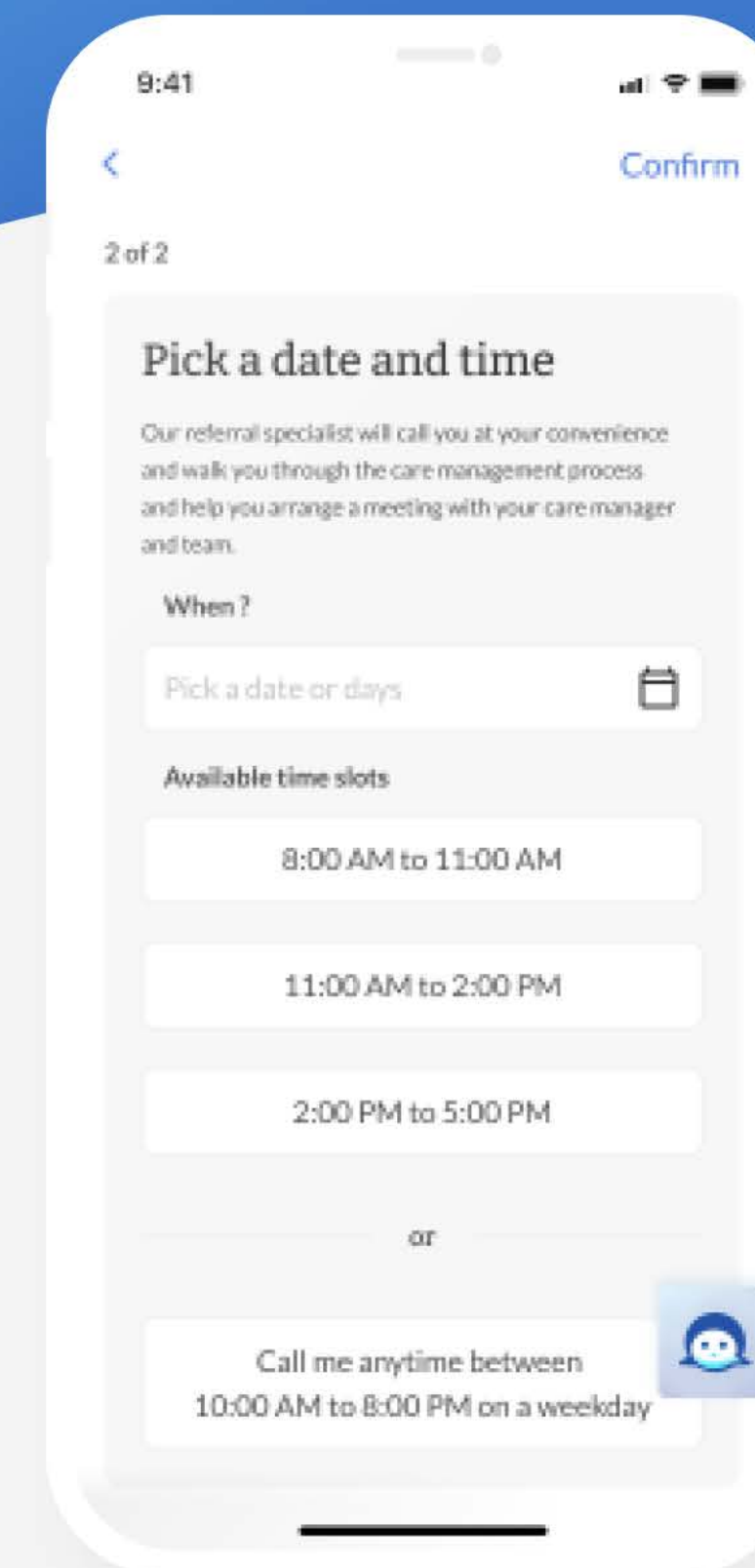
Phone
444-929-2303

Verification completed! Edit

Next

The member can verify their details, cutting down a step for the Referral Specialist.

#Streamlining Documentation



2 of 2

Pick a date and time

Our referral specialist will call you at your convenience and walk you through the care management process and help you arrange a meeting with your care manager and team.

When?

Pick a date or days

Available time slots

8:00 AM to 11:00 AM

11:00 AM to 2:00 PM

2:00 PM to 5:00 PM

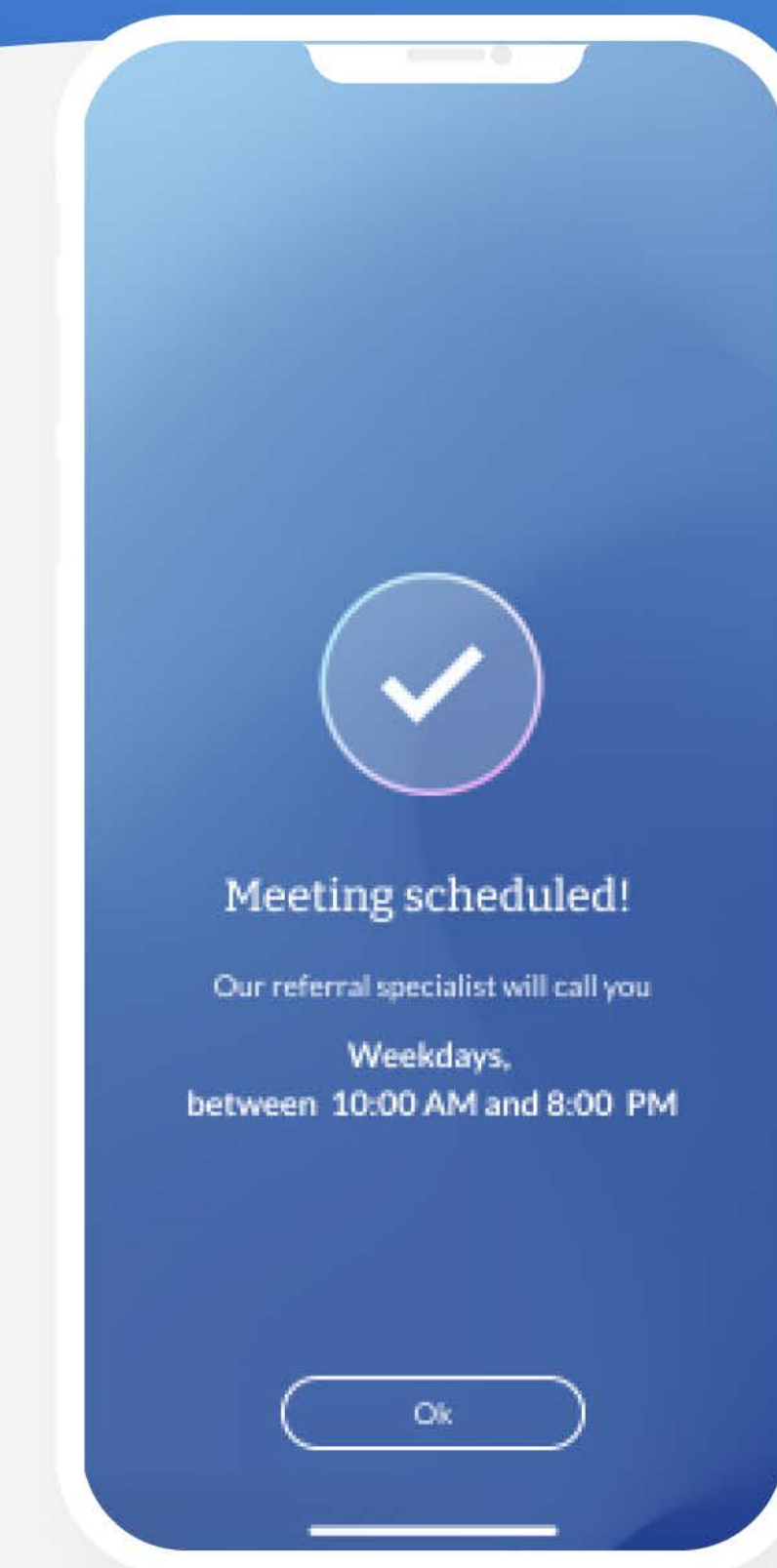
or

Call me anytime between 10:00 AM to 8:00 PM on a weekday

Confirm

The member can share their preferred time slot.

#Robust Call Scheduling System



Meeting scheduled!

Our referral specialist will call you

Weekdays,
between 10:00 AM and 8:00 PM

Ok

Upon confirming a schedule, the member receives confirmation.

#Robust Call Scheduling System



June Maddock, a Health Care Representative,
begins their day.

June Maddock

Health Representative

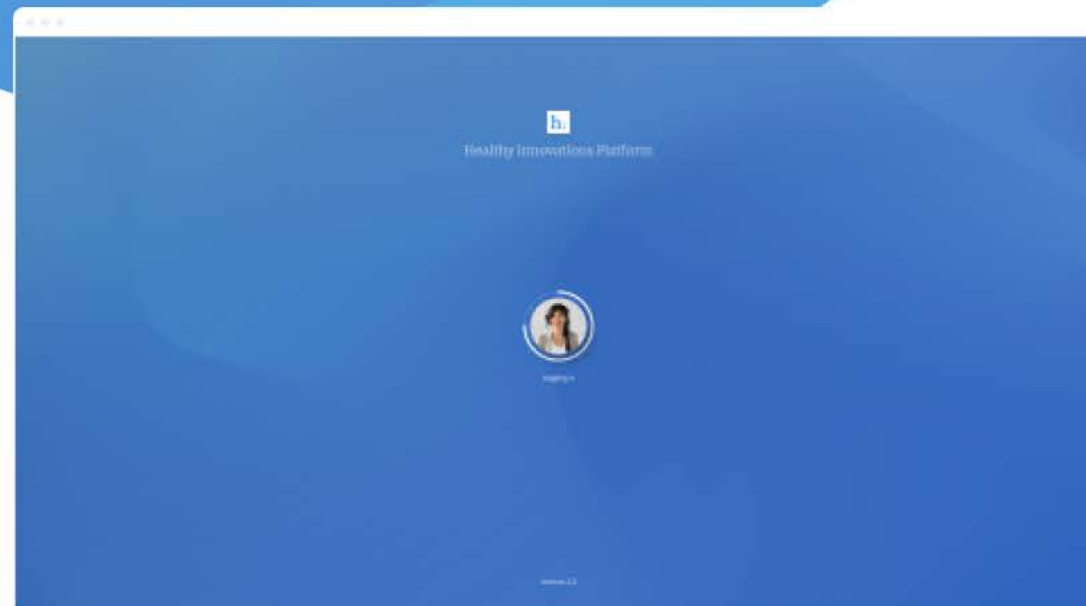
5 8 3 2 T 2 0 1 1 2

- Reach out to members identified for care for verification and program enrollment.
- Successfully enroll them into the care management program.
- Assign a care manager to them and schedule a call.



June Maddock
Health Representative

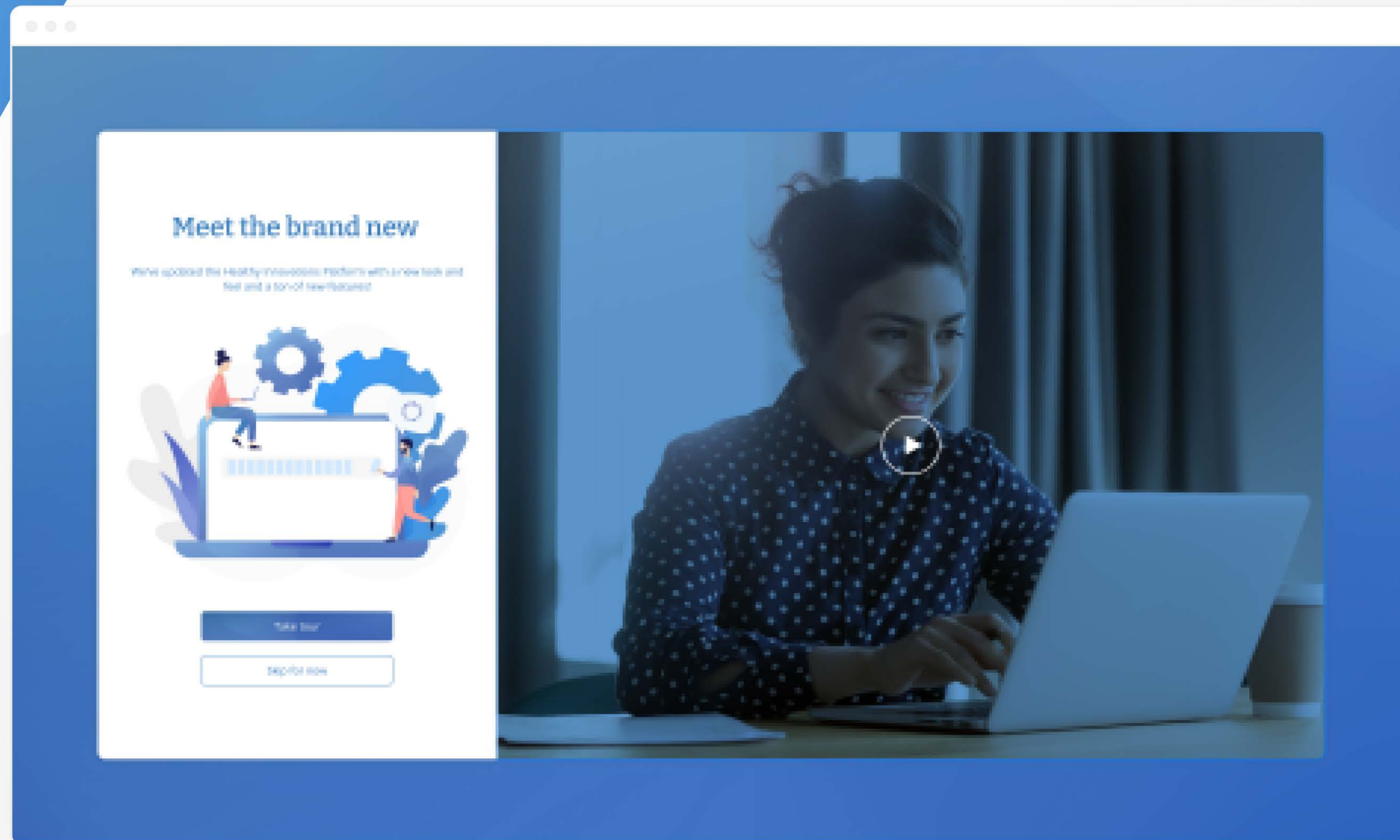
Back on the care management side, June Maddock, a health representative logs into her system to take care of her daily calls.



Associates can use their logins IDs or Biometrics to access their own dashboards in the care management ecosystem.

Major system updates can be introduced to the associates upon login and a short video tour can be offered. This will help in educating the associates with updates on the platform.

#Effective Methods To Introduce Enhancements





June Maddock
Health Representative

Once logged in, June can check her dashboard, which gives her the most prominent information needed to go through her day.



ALISON HEDGE
R5832T20112 | 10020
IDENTIFIED

Program: Complex Care
Management Reason: Asthma

The most important information about the member is provided to help the associate take an informed decision. Clicking on a member will take the associate to the member details page.

The dashboard gives the Health representative a list of members who are available for a call. This data can be leveraged from the program onboarding performed by the member on their Sydney App. Associates also have the ability to search for a specific member through the search option.

#Robust Call Scheduling System

h

Hi June,
We've identified 6 members for your today.

Today's Calls

Totals	Assigned	Unassigned	Collaborate
7	4	3	1

Today's Progress

Completed

90%

Available Members

Search for a member

ALISON HEDGE

R5832T20112 | 10020

IDENTIFIED

Program: Complex Care

Management Reason: Asthma

ALBERT FLORES

R5832T0112 | 10020

IDENTIFIED

Program: Complex Care

Management Reason: Asthma

BEER COOPER

R5832T0112 | 10020

IDENTIFIED

Program: Complex Care

Management Reason: Asthma

DIANE BUELL

R5832T0112 | 10020

IDENTIFIED

Program: Complex Care

Management Reason: Asthma

CORY PERER

R5832T0112 | 10020

IDENTIFIED

Program: Complex Care

Management Reason: Asthma

DENOM LANE

R5832T0112 | 10020

IDENTIFIED

Program: Complex Care

Management Reason: Asthma

THERESA WEBB

R5832T0112 | 10020

IDENTIFIED

Program: Complex Care

Management Reason: Asthma

COURTNEY HENRY

R5832T0112 | 10020

IDENTIFIED

Program: Complex Care

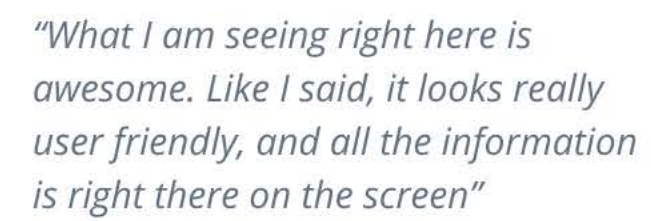
Management Reason: Asthma

Look! These are all the members we've identified for you!

LOAD MORE



Upon selecting a member, in this case, Alison, June is able to view all the information about the member to verify and enroll them into the care program.



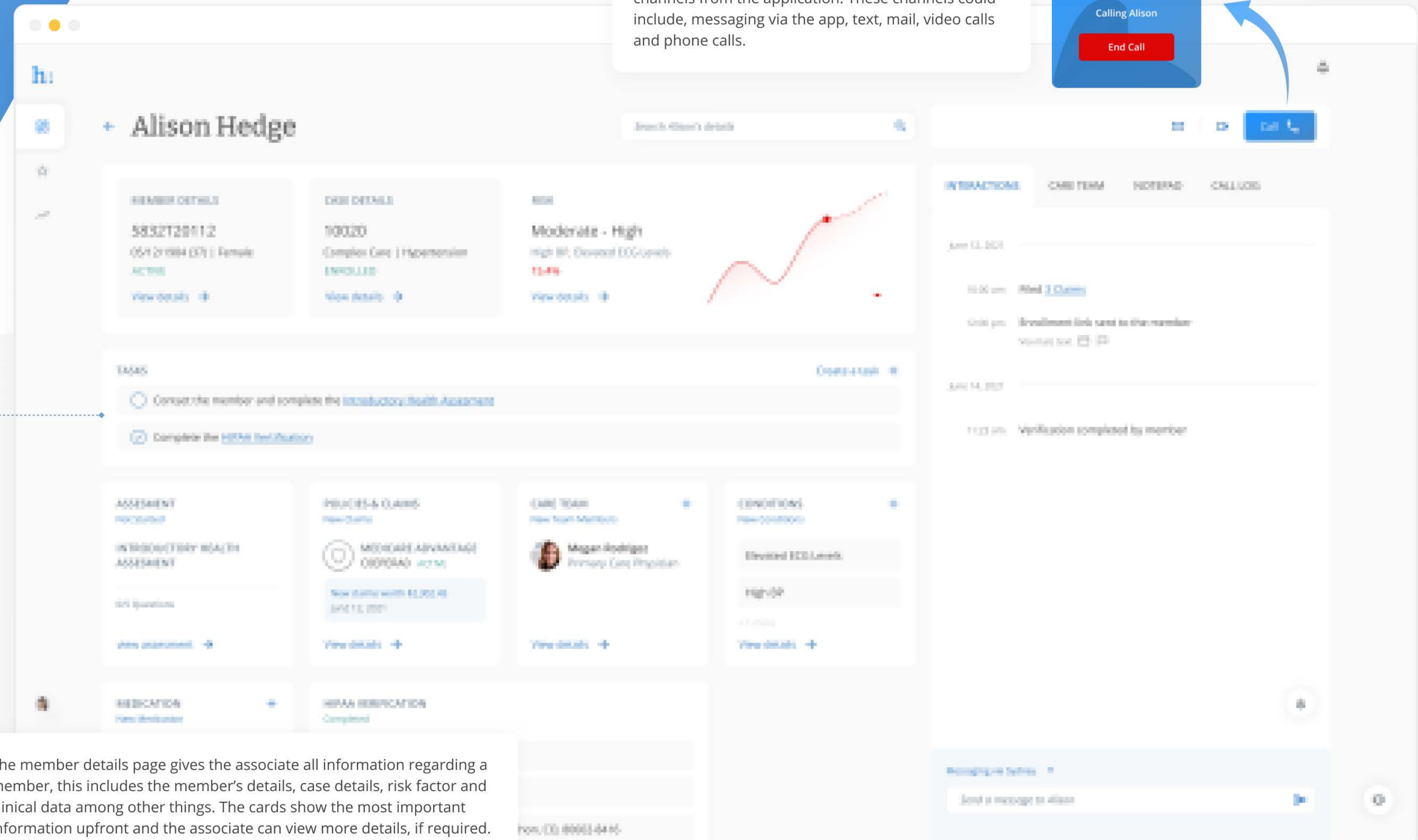
Tasks help associates to organize their interactions with members. The task section is by default populated with pre determined tasks depending on the case type and the point in the care journey. Associates can also create their own custom tasks using the task creator. Tasks can be scheduled or be open ended and can also have links to various sections within the member details page.

#Streamlining documentation

Associates can contact the member through various channels from the application. These channels could include, messaging via the app, text, mail, video calls and phone calls.



End Call



The member details page gives the associate all information regarding a member, this includes the member's details, case details, risk factor and clinical data among other things. The cards show the most important information upfront and the associate can view more details, if required.

#Streamlining Documentation



June Maddock
Health Representative

After June has contacted Alison, educated them about the program and conducted the introductory assessment, they can now assign a care manager.



"Thank God for the scheduling ability. The system currently shows all of the appointments when in actuality we don't need to see all of their appointments, we just need to see if they're available so that we can schedule the member."

Health representatives can assign care managers based on the member's and the care managers' availability. The care management ecosystem will automatically recommend care managers to be assigned to a member based on availability and recurrence, if applicable.

#Robust Call scheduling system

h:

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←

Alison Hedge

Search Alison's details

MEMBER DETAILS

5832T20112

05/12/1984 (37) | Female

ACTIVE

View details →

CASE DETAILS

10020

Complex Care | Hypertension

ENROLLED

View details →

RISK

Moderate - High

High BP, Elevated ECG Levels

15.4%

View details →

Tasks

Assign a care manager to the case

Create a task +

CARE MANAGER ASSIGNMENT

Member Availability

WeekdaysWeekendsSpecific daysSpecific date

Time

All day9:00 am - 12:00 pm12:00 pm - 8:00 pmCustom

Recommended Care Managers

Eli Birmingham

Care Manager

Assign Care Manager

Carl Fischer

Care Manager

Search and select another Care Manager

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👤

There's there's a lot of requests for something that we can't fulfill right now Members asking Oh, you know, can you send that to me or can you text that me or can you email that. To me, and we can't do that, right now, so that seems a very simple and easy way to get that information that request to the Member."

The interaction panel helps associates to track all the interactions between associates and the member and vice versa. Messages and phone calls from the member are also showcased here.

#Streamlining Documentation #Collaborative CM Tool

00:34

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End

INTERACTIONS

CARE TEAM

NOTEPAD

CALL LOG

June 12, 2021

10:00 am

Filed 3 Claims

12:00 pm

Enrollment link sent to the member

Via mail, text

June 14, 2021

11:23 am

Verification completed by member

June 14, 2021

12:03 pm

June called Alison

12:47 pm

Initial Assessment was completed

SMART SUGGESTIONS

COMPREHENSIVE CLINICAL ASSESSMENT

HOW DOES A CARE MANAGER HELP ?

Smart suggestions provide associates with educational material as well as talking points based on the context of the care journey and the conversation at hand. The articles can be shared with members via mail.

#Streamlining Documentation #Member Education



Eli Birmingham has been assigned as a Care Manager for Alison

Eli Birmingham

Case Manager

5 8 3 2 T 2 0 1 1 2

- Connecting with members and conducting an introductory health assessment to do a health review and identify barriers to care.
- Finalizing a care plan according to their assessment responses.
- Monitoring their progress on their health goals with periodic check-ins.
- Ensuring timely member graduation.



Alison Hedge

Member

Alison receives a notification on her Sydney application which shows that her appointment with the care manager has been scheduled.

THE APP

now

Meeting Scheduled with you care manager

Eli will try to contact you on weekdays between 10:00 AM and 8:00 PM

MESSAGES

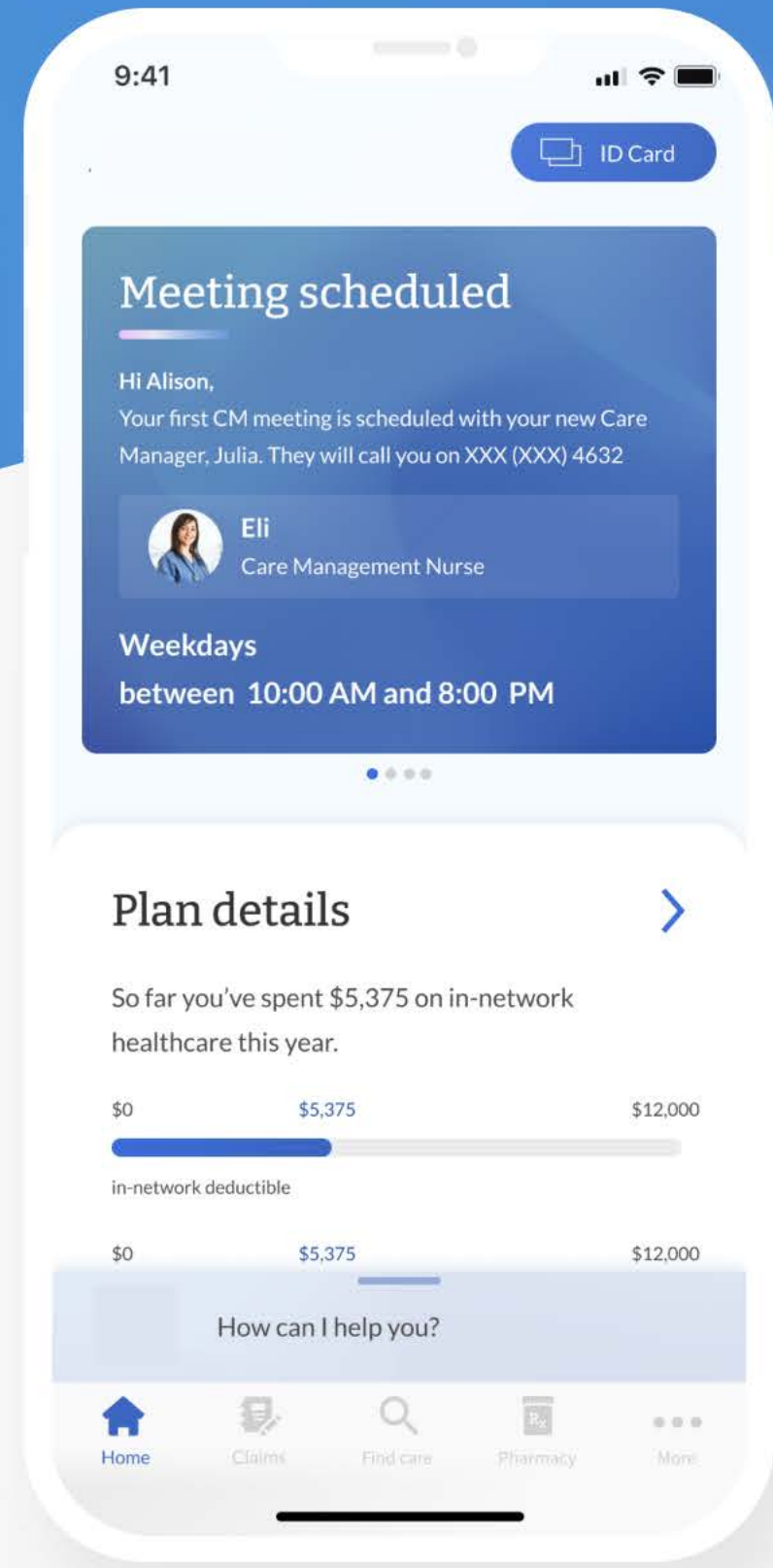
now

Meeting Scheduled with you care manager

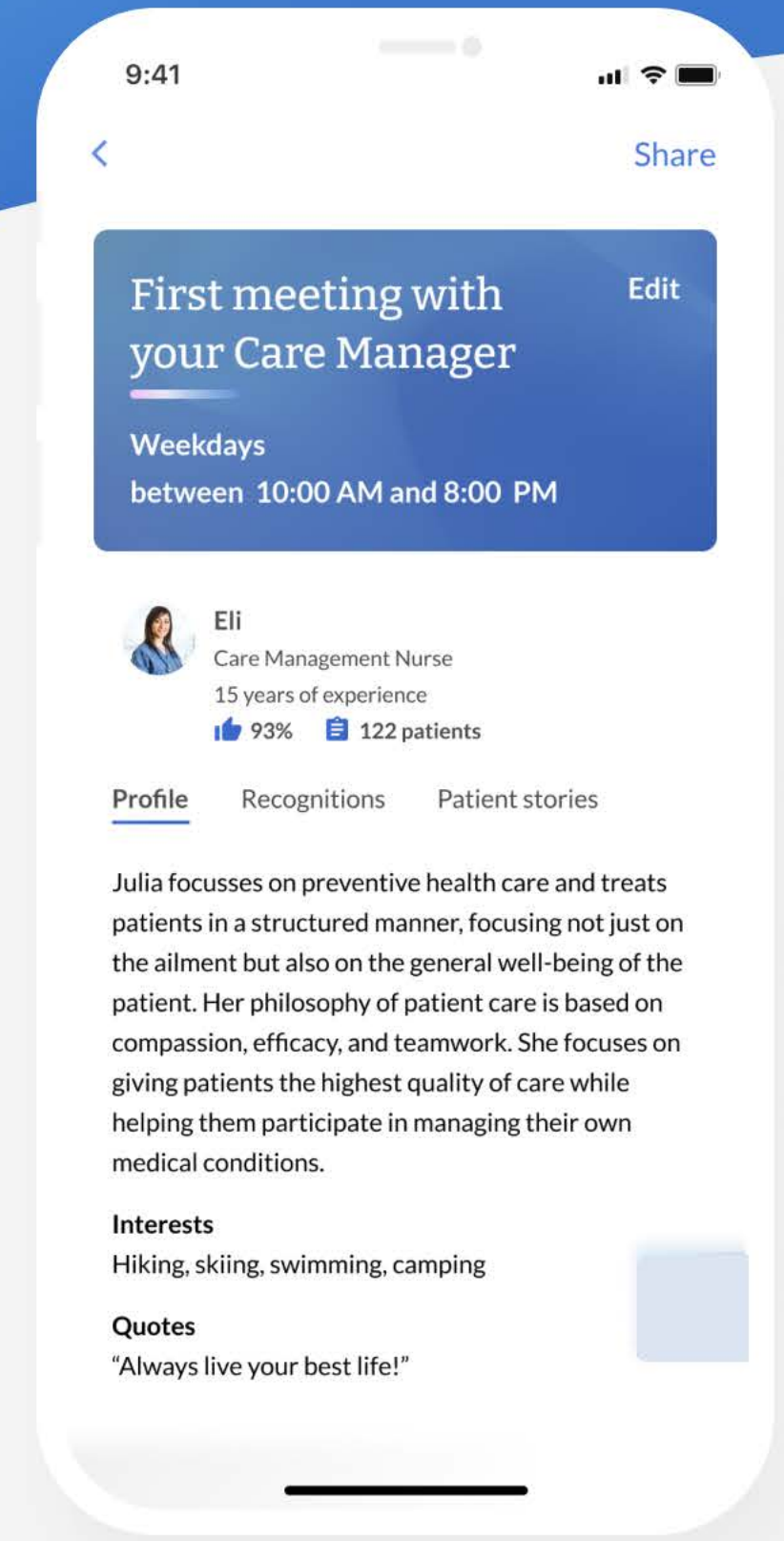
Eli will try to contact you on weekdays between 10:00 AM and 8:00 PM

Add to calendar

Members can add meetings directly to their preffered calendar application to remind them of their meeting with the care manager or other Associates.

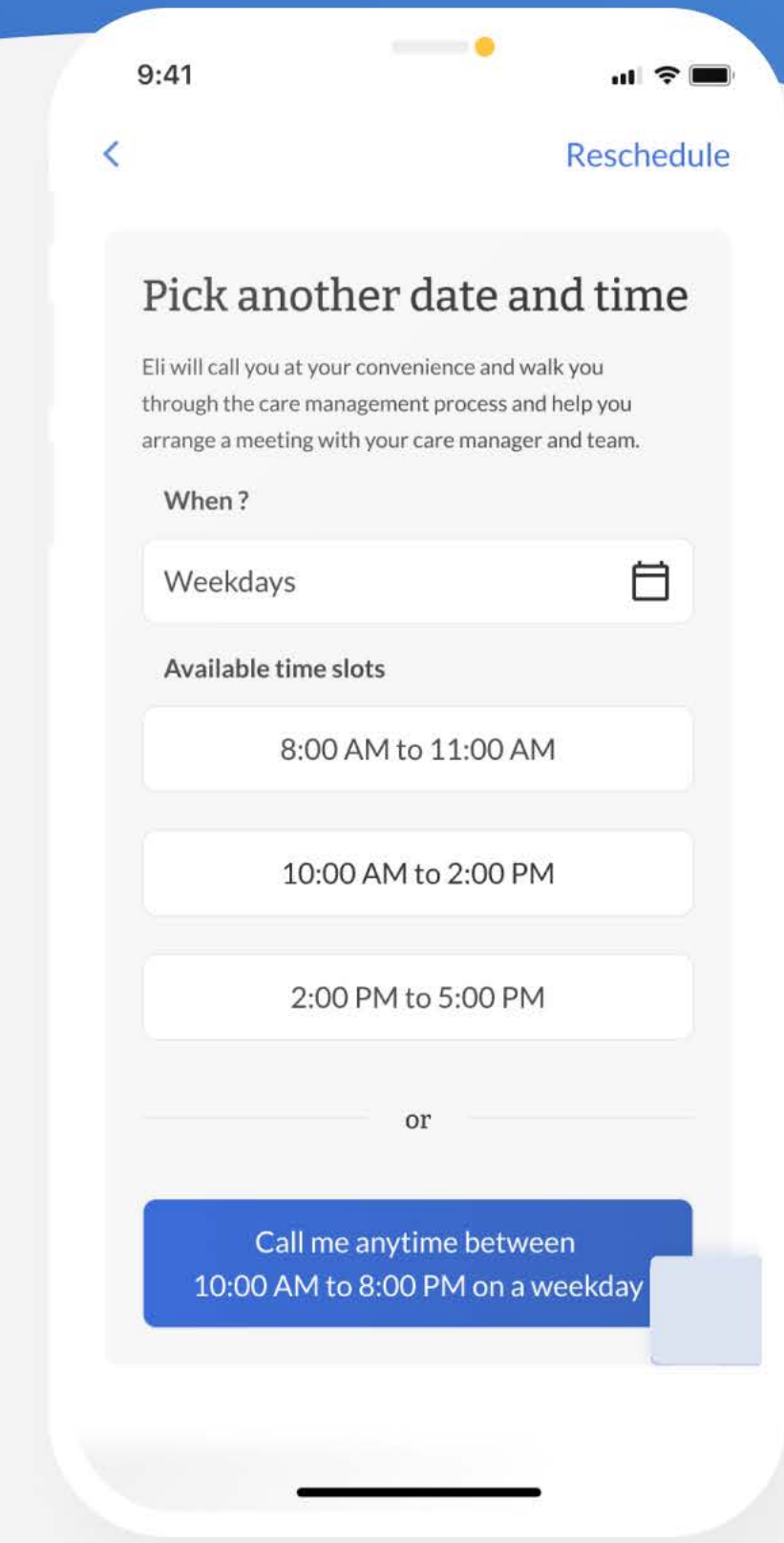


The scheduled meeting is available for the member from the application or through other digital platforms.



Members can read about their care nurse and testimonials, helping create a sense of familiarity.

#Member Education



If they are not available, a member can reschedule to a different time slot at anytime.

#Robust Call Scheduling System



Eli Birmingham
Care Manager

After logging into the ecosystem, Eli can access the care manager dashboard and plan out their day. We can see Alison has been assigned to them.

Associates can view their schedule. This will help them plan their workflow more effectively. Associates also have the ability to add and block timeslots for various activities, as required.

#Robust Call Scheduling System



"Having a schedule can be extremely helpful Because you're more aware of where your time needs to be at a particular point in the day and I think this is a great visual for that so.. The schedule may not completely encompass everything that happens during the day, and we need it to be flexible."

Associates can look at members assigned to them, prioritized by when they are scheduled to meet or search for specific members. They can also access a view of their assigned members on a daily, weekly and monthly basis.

h:

Goodmorning Eli,

Looks like some of your members have tried to contact you!

Case Overview

Total Active

25

2 NEW

Newly added members

2

Care Follow-up

8

Health Assessment

7

Graduation

3

Care Plan Creation

5

Today's Schedule

08:00

09:00

10:00

11:00

12:00

13:00

14:00

15:00

COFFEE BREAK

HIP TRAINING SESSION
JUNE UPDATES

Recent Communications

SARA MITCHELL

7:23 pm

EDMOND MILES

7:23 pm

BEVERLY GONZALEZ

7:23 pm

FRANCES WATSON

7:23 pm

CAROL PEREZ

7:23 pm

Your Members

Search all your members

MEMBERS AVAILABLE TODAY

ALISON HEDGE

R5832T20112 | 10020

New | 8:00 am - 12:00 pm

WADE WARREN

R5832T20112 | 10020

New | 8:00 am - 12:00 pm

ESTHER HOWARD

R5832T20112 | 10020

New | 8:00 am - 12:00 pm

JENNY WILSON

R5832T20112 | 10020

Care Plan Creation | 8:00 am - 12:00 pm

ROBERT FOX

R5832T20112 | 10020

Follow-up | 8:00 am - 12:00 pm

CODY FISHER

R5832T20112 | 10020

Follow-up | 8:00 am - 12:00 pm

DIANNE RUSSELL

R5832T20112 | 10020

Follow-up | 8:00 am - 12:00 pm

ANNETTE JERRY

R5832T20112 | 10020

Follow-up | 8:00 am - 12:00 pm

ROBERT FOX

R5832T20112 | 10020

Follow-up | 8:00 am - 12:00 pm

BESSIE COOPER

R5832T20112 | 10020

Follow-up | 8:00 am - 12:00 pm

ARLENE MCCOY

R5832T20112 | 10020

DARRELL STEWARD

R5832T20112 | 10020

The Recent Communications sections gives the care manager a view into the members who have tried to contact them.



Eli Birmingham
Care Manager

Upon selecting a member, in this case Alison, Eli is taken to the member details page which gives an overview of Alison's details.

New tasks are automatically added as the care journey progresses.

The content cards are added and moved around with reference to the context of the care journey. This helps associates to easily find the information as needed.

The member details page for the care manager is very similar to the member details page presented to other associates using the care management ecosystem. The clinical cards can arrange themselves based on the information. This will help the associate to quickly review a case.

h:

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← Alison Hedge

Search Alison's details

MEMBER DETAILS

5832T20112

05/12/1984 (37) | Female

ACTIVE

View details →

CASE DETAILS

10020

Complex Care | Hypertension

ENROLLED

View details →

RISK

Moderate - High

High BP, Elevated ECG Levels

15.4%

View details →

TASKS

Create a task +

Contact the member

Complete the Comprehensive Clinical Assessment

ASSESSMENT

Not Started

COMPREHENSIVE CLINICAL ASSESMENT

0/34 Questions

view assesment →

POLICIES & CLAIMS

New Claims

MEDICARE ADVANTAGE COEPERA0 ACTIVE

New claims worth \$2,302.45 Jun2 12, 2021

View details →

CONDITIONS

New Conditions

Elevated ECG Levels

High BP

+ 1 more

View details →

MEDICATION

New Medication

Zolpedium Tart ER 6.25mg

Venlafaxine HCL ER 75mg

+ 1 more

View details →

CARE TEAM

New Team Members

Megan Rodriguez Primary Care Physician

June Maddock Health Representative

View details →

ASSESSMENT

Completed

INTRODUCTORY HEALTH ASSESMENT

Completed on June 12, 2021

Continue assesment →

Call

INTERACTIONS

CARE TEAM

NOTEPAD

CALL LOG

June 12, 2021

10:00 am Filed 3 Claims

12:00 pm Enrollment link sent to the member

Via mail, text

June 14, 2021

11:23 am Verification completed by member

June 15, 2021

12:03 pm June called Alison

12:47 pm Introductory health assessment was completed

13:02 pm June assigned Eli as the case manager

13:13 pm June ended the call with the member

Duration 1h 10m

Once a call is placed, the care manager is free to conduct the comprehensive clinical assessment.

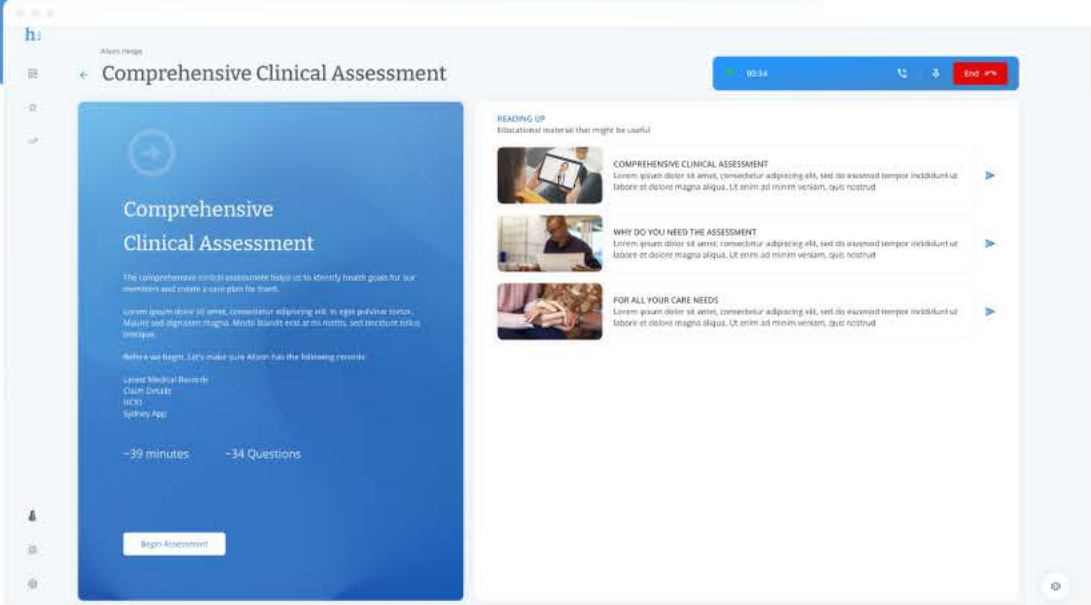
The interaction panel carries over interactions made by the health representative and provides a singular place to track all interactions made by associates with the member.

#Streamlining Documentation #Collaborative CM Tool



Eli Birmingham
Care Manager

Once on a call with Alison, Eli can access the comprehensive clinical assessment and begin filling it out, with Alison on call.



Upon choosing to view the Comprehensive Clinical Assessment, the care manager is shown a brief of what the assessment is about along with articles to help educate the member.

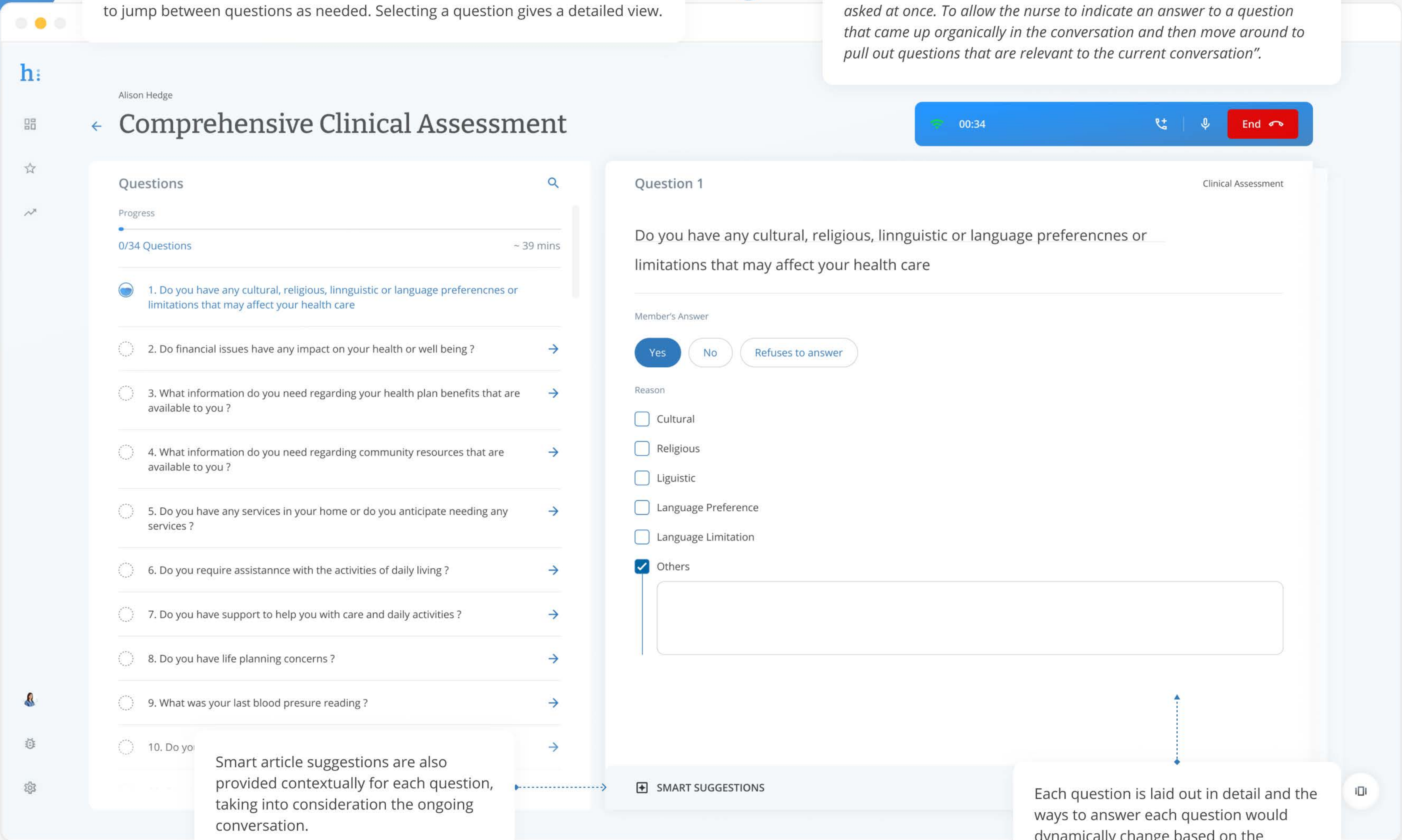
The Care Manager is also shown an estimate of the number of questions and the time to completion.

#Member Education

Care manager's have access to the complete assesment and have the flexibility to jump between questions as needed. Selecting a question gives a detailed view.



"We want our nurse to be able to see all of the questions that need to be asked at once. To allow the nurse to indicate an answer to a question that came up organically in the conversation and then move around to pull out questions that are relevant to the current conversation".



Smart article suggestions are also provided contextually for each question, taking into consideration the ongoing conversation.

#Member Education

Each question is laid out in detail and the ways to answer each question would dynamically change based on the question being asked.



Eli Birmingham
Care Manager

After spending time on the assessment, they decide to pause and continue the assessment at a later date. Eli schedules a call for this purpose.

Comprehensive Clinical Assessment

Questions

1. Do you have any cultural, religious, linguistic or language preferences or limitations that may affect your health care?

2. Do financial issues have any impact on your health or well-being?

3. What information do you need regarding your health plan benefits that are available to you?

4. What information do you need regarding community resources that are available to you?

5. Do you have any visitors in your home or do you anticipate needing any services?

6. Do you require assistance with the activities of daily living?

7. Do you have support to help you with care and daily activities?

8. Do you have life planning concerns?

9. What was your last blood glucose reading?

10. Do you utilize, use tobacco products or are exposed to tobacco smoke?

11. Do you have any concerns about getting to see your doctor when you need your care most?

Question 11

Do you have any concerns about getting to see your doctor when you need to or the care you're receiving?

Yes

No

Do not have provider

Refused to answer

Answers

Access to care (eg, getting an appointment scheduled)

Provider relationship (eg, don't like his bedside manner)

Communication barrier (related to diagnosis or treatment plan)

Coordination of care (multiple providers)

Don't know how to request for appointment

Others

SMART SUGGESTIONS

ASSESSMENT

Not Started

0/34 Questions

view assesment

ASSESSMENT

In progress

11/34 Questions ~ 23 mins

Continue assesment

The progress of the comprehensive clinical assessment gets translated on to its respective card on the member details page.

#Streamlining Documentation

h:

Alison Hedge

Search Alison's details

MEMBER DETAILS

5832T20112

05/12/1984 (37) | Female

ACTIVE

View details

CASE DETAILS

10020

Complex Care | Hypertension

ENROLLED

View details

RISK

Moderate - High

High BP, Elevated ECG Levels

15.4%

View details

TASKS

Create a task

Complete the Comprehensive Clinical Assessment

ASSESSMENT

In progress

11/34 Questions ~ 23 mins

Continue assesment

POLICIES & CLAIMS

1 Active policy

MEDICARE ADVANTAGE COEPERA0 ACTIVE

View details

CONDITIONS

3 Active Conditions

Elevated ECG Levels

High BP

+ 1 more

View details

MEDICATION

3 Active Medications

Zolpedium Tart ER 6.25mg

Venlafaxine HCL ER 75mg

+ 1 more

View details

CARE TEAM

2 Active Team Members

Megan Rodrigez Primary Care Physician

June Maddock Health Representative

View details

ASSESSMENT

Completed

INTRODUCTORY HEALTH ASSESSMENT

Completed on June 12, 2021

Continue assesment

The care manager can schedule a meeting with the member by filling out the type of call, the member's availability and the people attending the meeting.

#Robust Call Scheduling System

Schedule a call

TYPE

Just once Repeat Follow-up

AVAILABILITY

Days

Su Mo Tu We Th Fr Sa

Weekdays Weekends Specific date

Time

All day 9:00 am - 12:00 pm 12:00 pm - 8:00 pm Custom

WITH WHO?

Alison Hedge Eli Clarke

Send Invites

INTERACT

11:23

June called Alison

12:47 pm

Introductory health assessment was completed

13:02 pm

June assigned Eli as the case manager

13:13 pm

June ended the call with the member

Duration 1h 10m

Today

9:17 am

Eli called the member

9:24 am

The Comprehensive Clinical Assessment was started

SMART SUGGESTIONS

COMPREHENSIVE CLINICAL ASSESSMENT

Lorem ipsum dolor sit amet, consectetur

CARE MANAGEMENT DURING COVID

Lorem ipsum dolor sit amet, consectetur

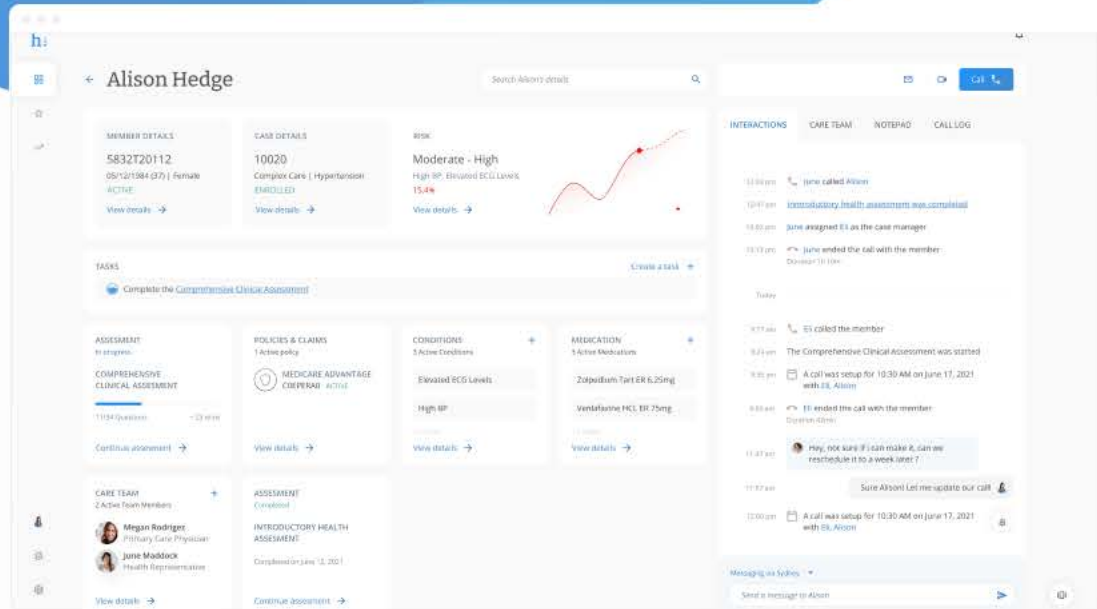
CAI DU

Lor am



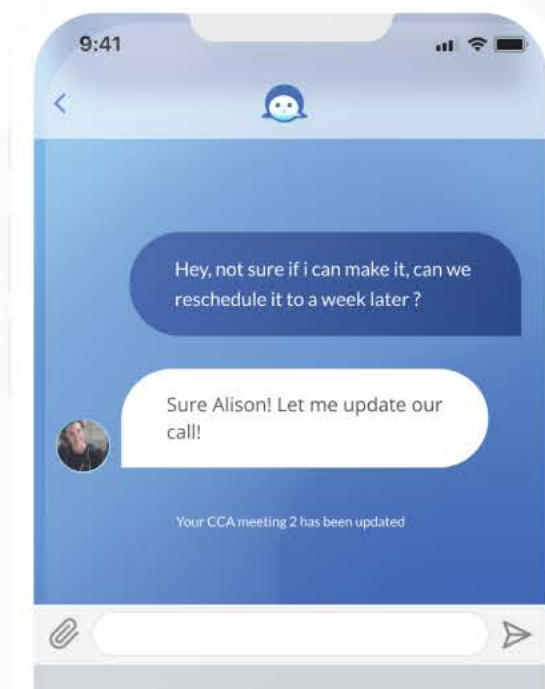
Eli Birmingham
Care Manager

During the next call with Alison, Eli goes through her notes to summarize her call before going on to complete the assessment.

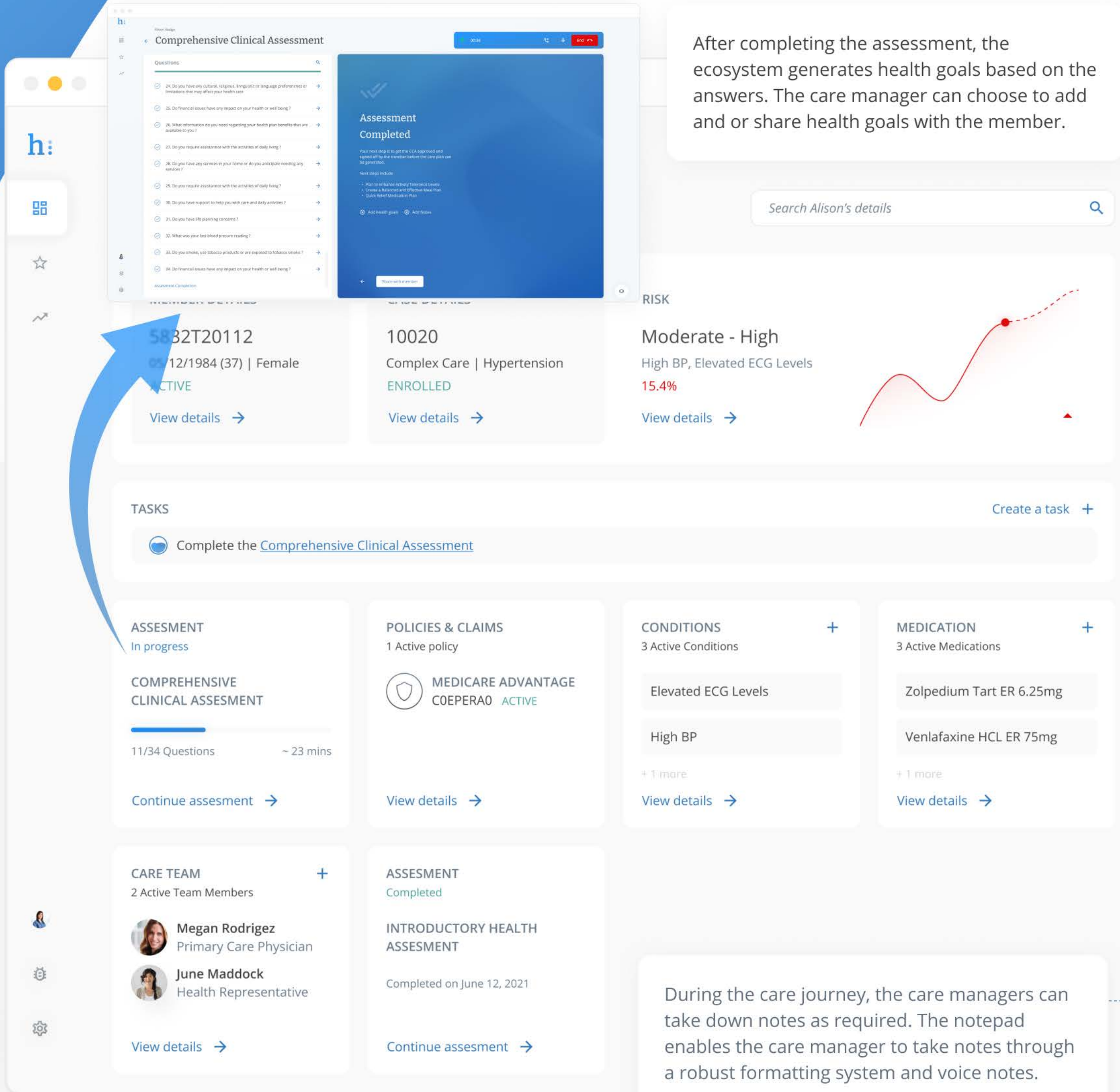


Once a meeting has been scheduled, the meeting is updated on the interaction panel. It can be rescheduled, if needed.

#Robust Call Scheduling System

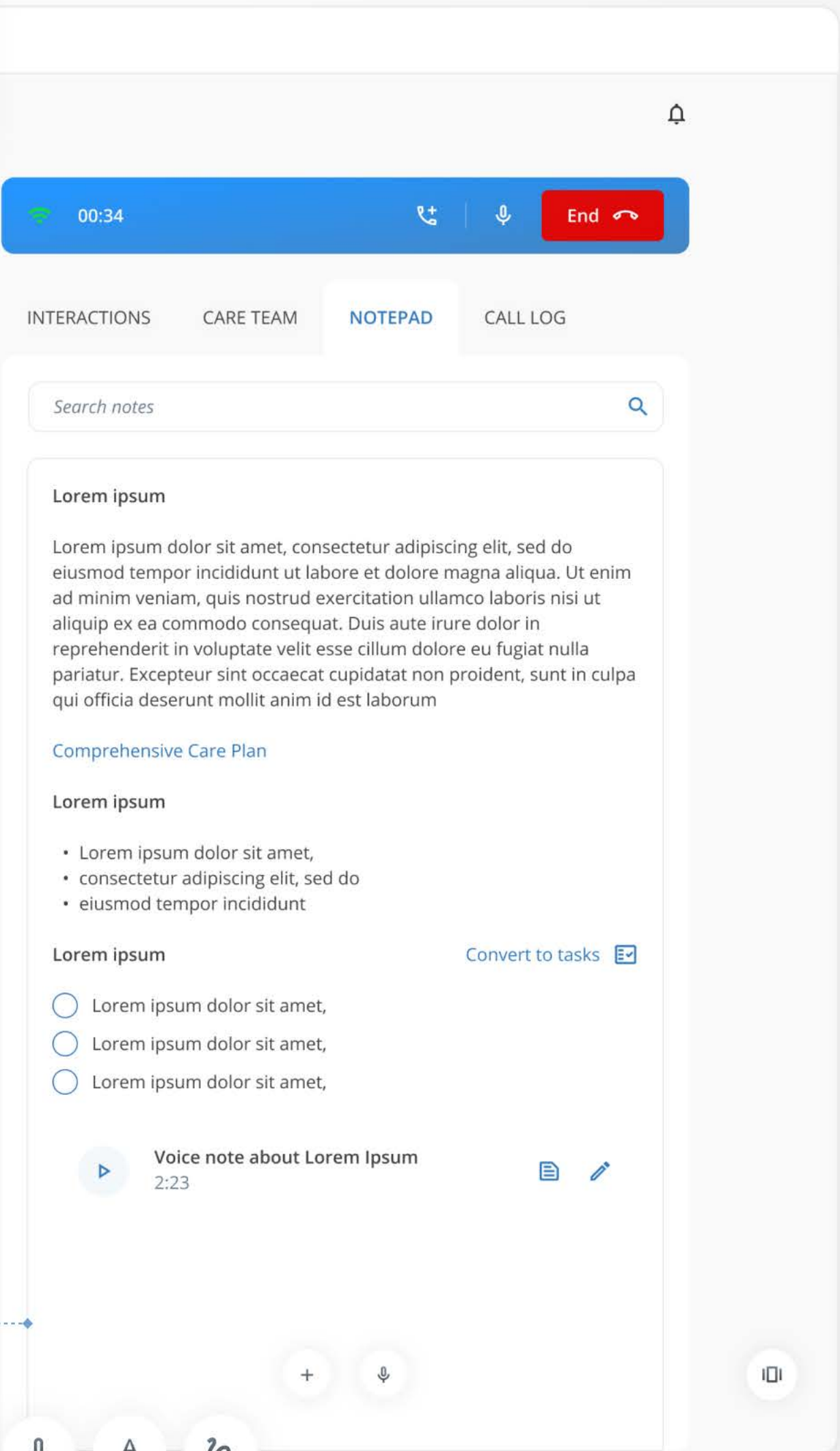


The member can message the Care Manager at any time to reschedule meetings, if necessary.



During the care journey, the care managers can take down notes as required. The notepad enables the care manager to take notes through a robust formatting system and voice notes.

#Streamlining Documentation





Eli Birmingham
Care Manager

After sharing the health goals with Alison and setting up periodic follow up calls, Eli can go ahead to tweak and finalize the health goals.

The health goals appear as one of the top sections after the comprehensive care assessment is completed. This helps the care manager to constantly track the health goals.

The care manager can add goals and view the details of each goal.

h:

Plan to Enhance Activity Tolerance Levels

IDEAL DURATION

2 months to 4 months

IDENTIFYING CHARACTERISTICS

Initial report of fatigue or weakness, CPT reports, increased blood pressure levels and irregular ECG reports from the last several weeks

CAUSATIVE FACTORS

Lowest blood level of iron, coronary artery disease, and decreased temporal resolution in brain activity

INTERVENTIONS

CREATE GUIDELINE FOR PROGRESSIVE ACTIVITY AND SELF CARE AS PER THE MEMBER

INSTRUCT PATIENT ON ENERGY CONSERVING TECHNIQUES

TARGET TO ACHIEVE LOWER BP LEVELS

TARGET TO ACHIEVE NORMAL ECG LEVELS

5832T20112

05/12/1984 (37) | Female

ACTIVE

View details →

10020

Complex Care | Hypertension

ENROLLED

View details →

RISK

Moderate - High

High BP, Elevated ECG Levels

15.4%

View details →

TASKS

Follow-up periodically with the member

Create a task +

Next meeting in 7 days

HEALTH GOALS

Add +

#1

NOT STARTED

Plan to Enhance Activity Tolerance Levels

4 Interventions

View details →

#2

NOT STARTED

Create a Balanced and Effective Meal Plan

4 Interventions

View details →

#3

NOT STARTED

Quick Relief Medication Plan

4 Interventions

View details →

MEDICATION

3 Active Medications

Zolpedium Tart ER 6.25mg

Venlafaxine HCL ER 75mg

+ 1 more

View details →

CONDITIONS

3 Active Conditions

Elevated ECG Levels

High BP

+ 1 more

View details →

POLICIES & CLAIMS

1 Active policy

MEDICARE ADVANTAGE

COBRADO - ACTIVE

CARE TEAM

2 Active Team Members

Megan Rodriguez

Primary Care Physician

Upon selecting a health goal, the care manager can view details about the health goal and the various interventions. The care manager is also able to add interventions as needed.

Search Alison's details

Once the comprehensive clinical assessment is completed, the health goals for the member are shown on the member details page. The care manager can also communicate with the care team to finalize goals or refer to calls with the member through the call log section.

#Collaborative CM tool

Call

INTERACTIONS

CARE TEAM

NOTEPAD

CALL LOG

June 12, 2021

10:27 am

June Maddock (Referral Specialist)

Alison is super funny! @Eli

10:31 am

Eli Birmingham

Haha that's awesome!

Today

12:02 pm

@Jane I need help with formulating a medical plan for Alison, when are you available ?

12:24 pm

Jane Hendrix (Pharmacist)

We can meet in 6 minutes!

12:31 pm

Eli called Jane

13:09 pm

Eli ended the call with the Jane

Duration 42m

INTERACTIONS

CARE TEAM

NOTEPAD

CALL LOG

JUNE 24, 2021

42 mins

Play Recording

View Transcript

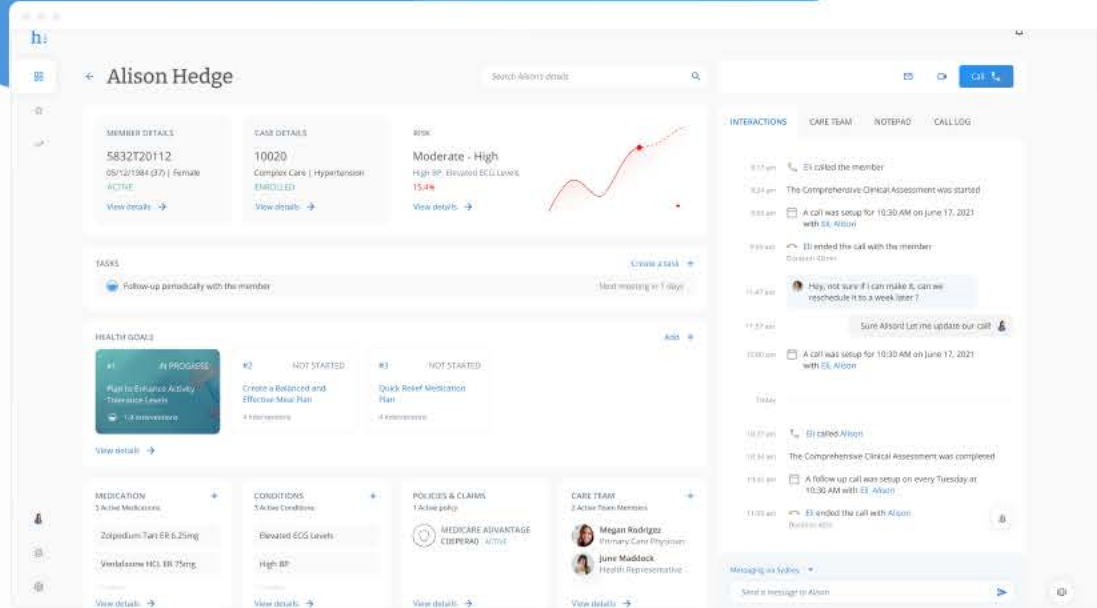
SEGMENTS

Comprehensive Care Assessment - End



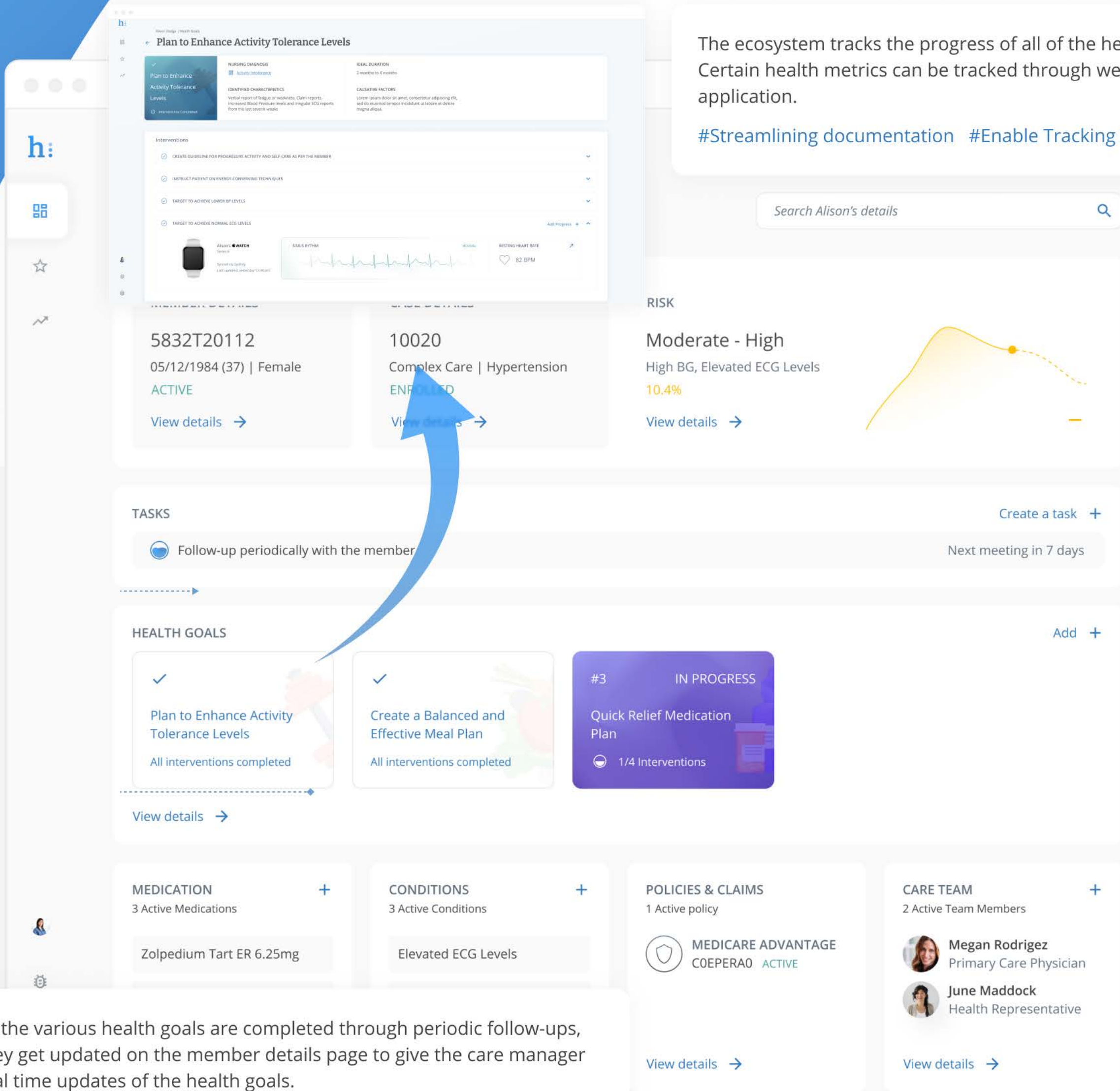
Eli Birmingham
Care Manager

Once the care plan is finalized, Eli can go ahead with her periodic follow-ups with Alison to check off the health goals one by one.



As the care manager and the member go through the various health goals, they change with various visual cues which helps the care manager to distinguish between each state of the health goal quickly.

#Enable Tracking Progress on Goals

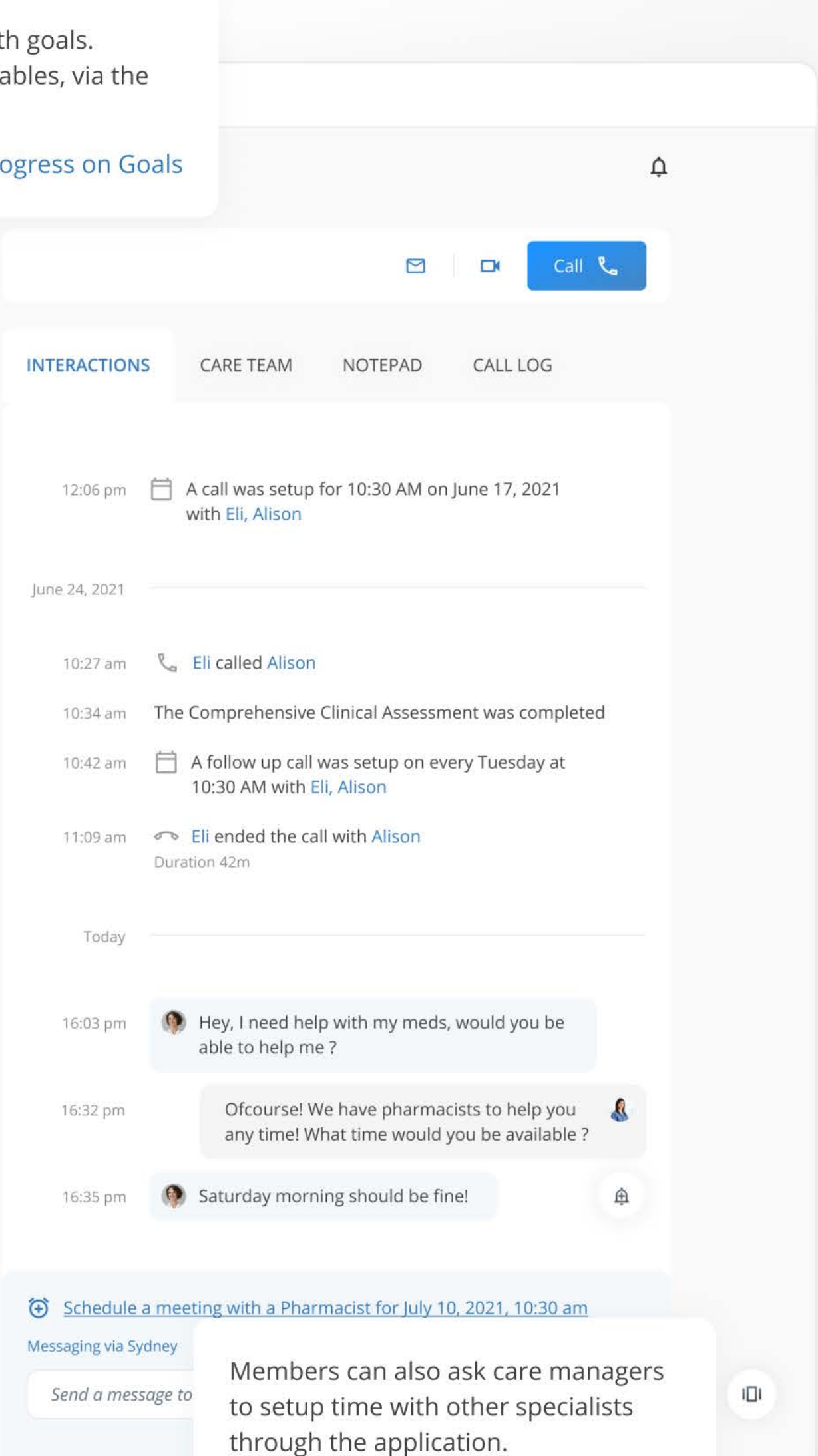


The ecosystem tracks the progress of all of the health goals. Certain health metrics can be tracked through wearables, via the application.

#Streamlining documentation #Enable Tracking Progress on Goals

As the various health goals are completed through periodic follow-ups, they get updated on the member details page to give the care manager real time updates of the health goals.

#Streamlining Documentation #Enable Tracking Progress on Goals



Members can also ask care managers to setup time with other specialists through the application.

#Robust Call Scheduling System

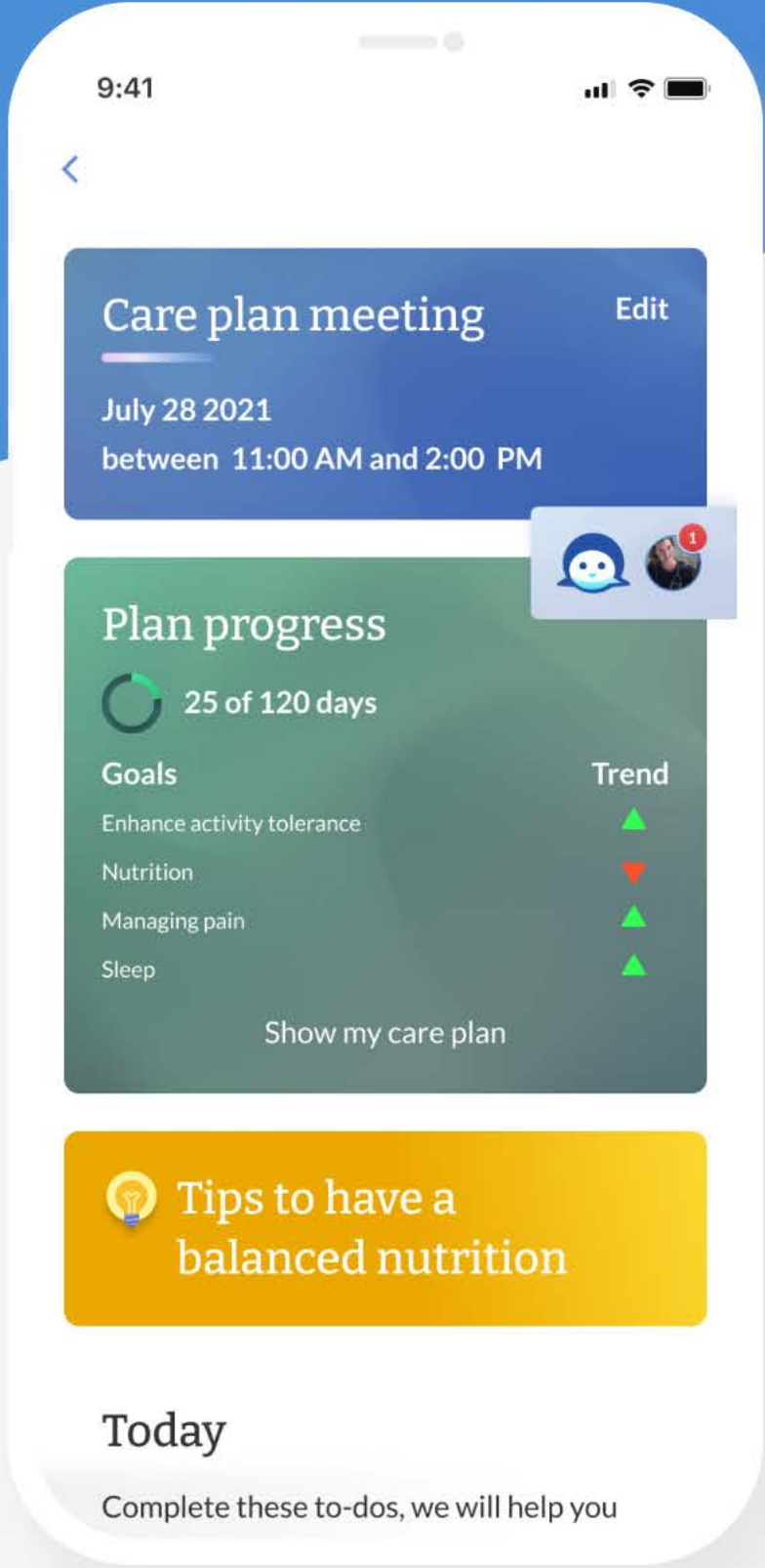


Alison Hedge
Member

As Alison goes through her care journey with Eli, they can view a summary of their progress on the application.

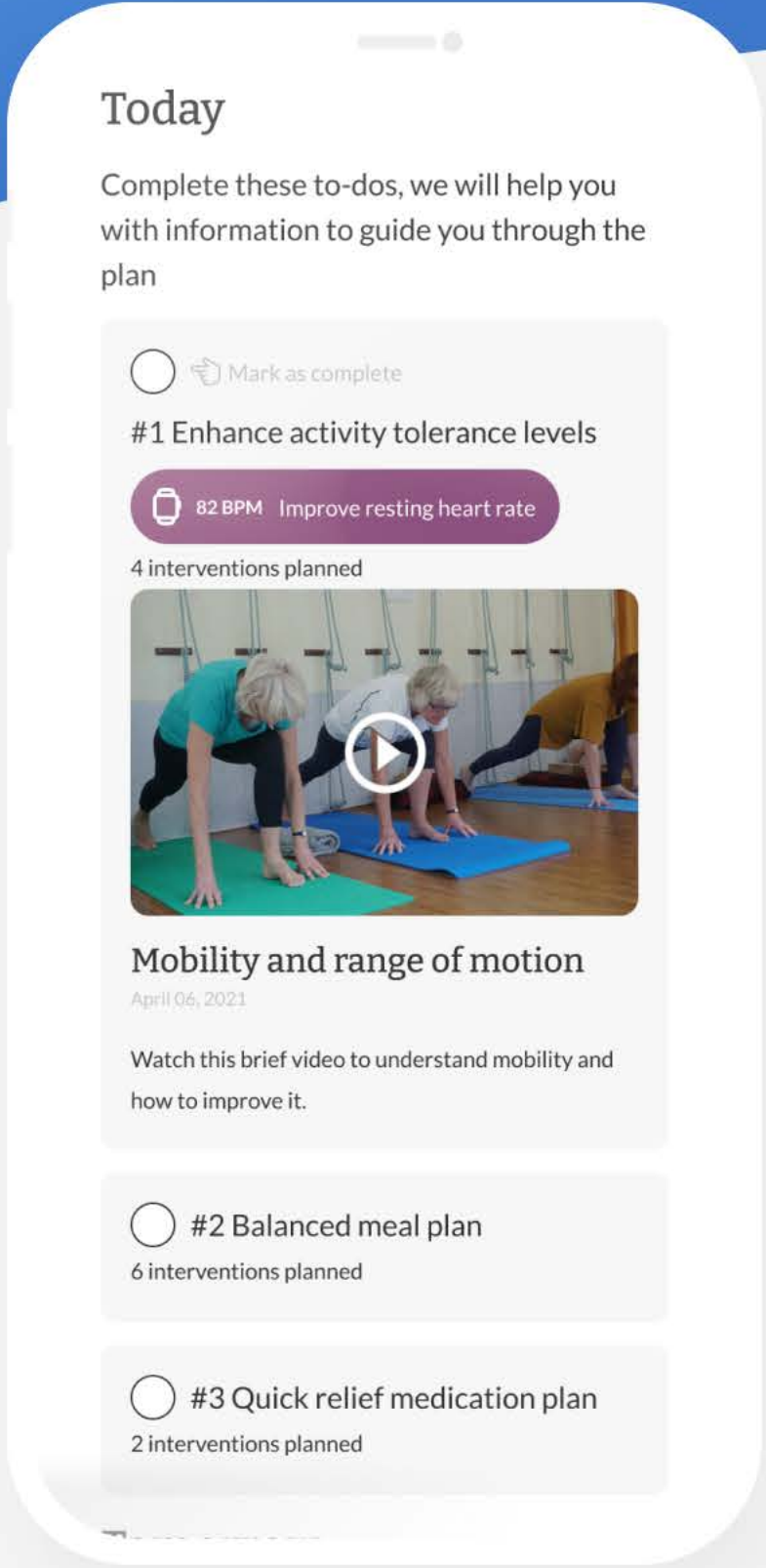


"I like the visual as to the member's progress and the visual reminders of what they can do."



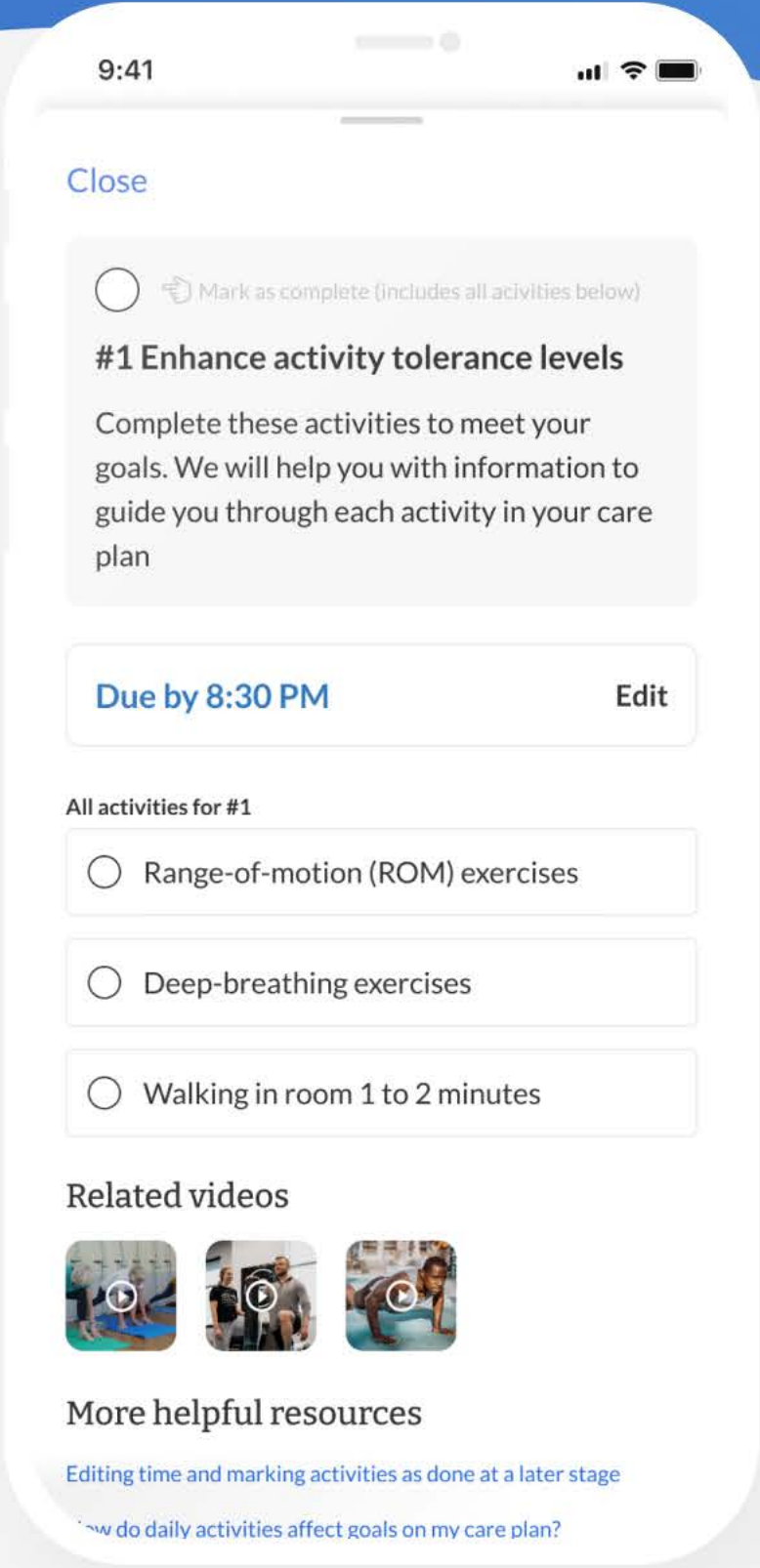
Members can view all the details of their care plan, including the periodic follow-up schedule along with the ability to edit, the care plan and a progress tracker.

#Enable Tracking Progress on Goals



Members can also use the assistance of the application to record and track their progress through their care journey. They can also view related educational material.

#Enable Tracking Progress on Goals



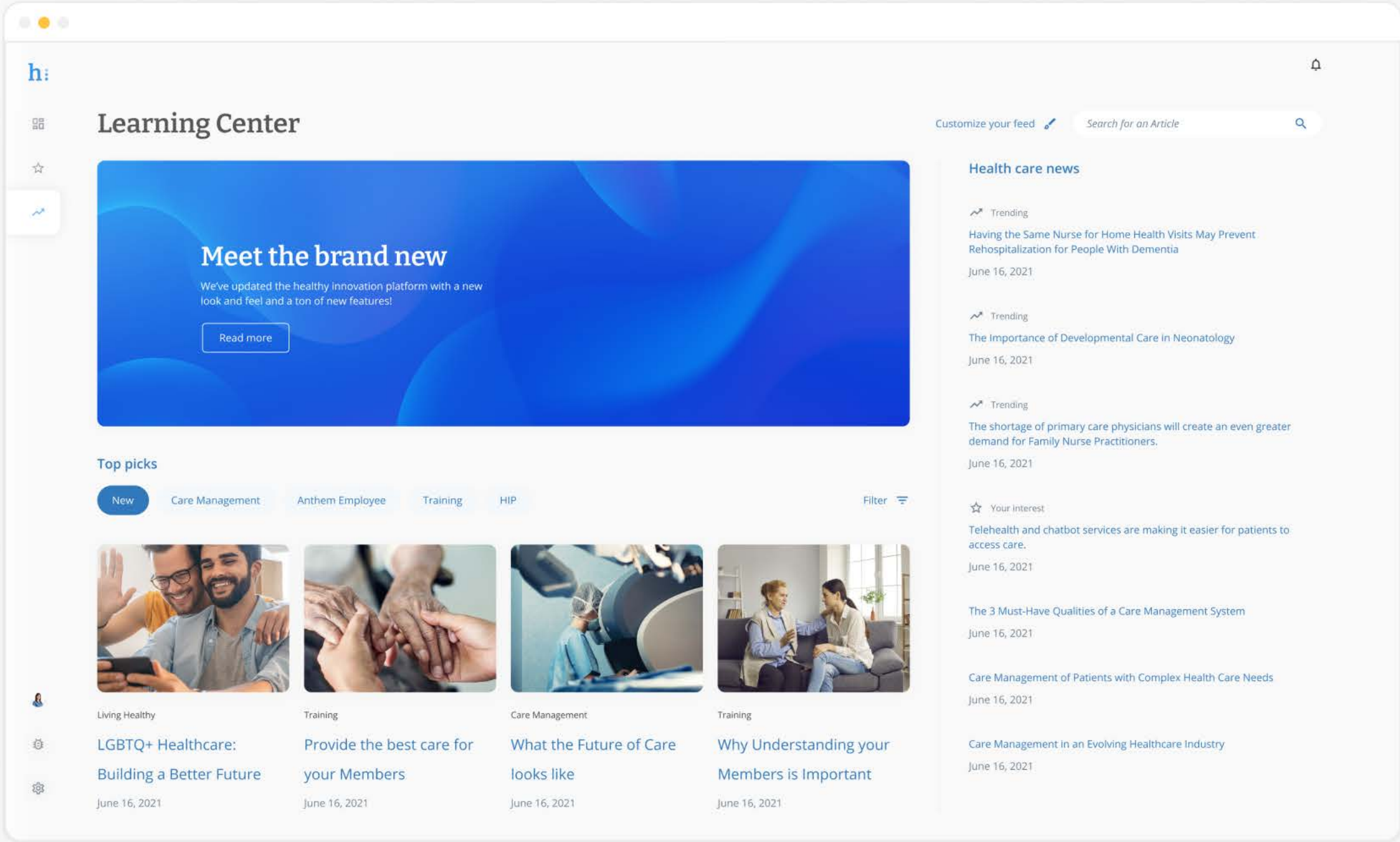
[illegible]

#Streamlining Documentation

After member graduation, the care manager can view the member's progress report and the filled member graduation assessment along with a congratulatory message and a testimonial.

Additional Features

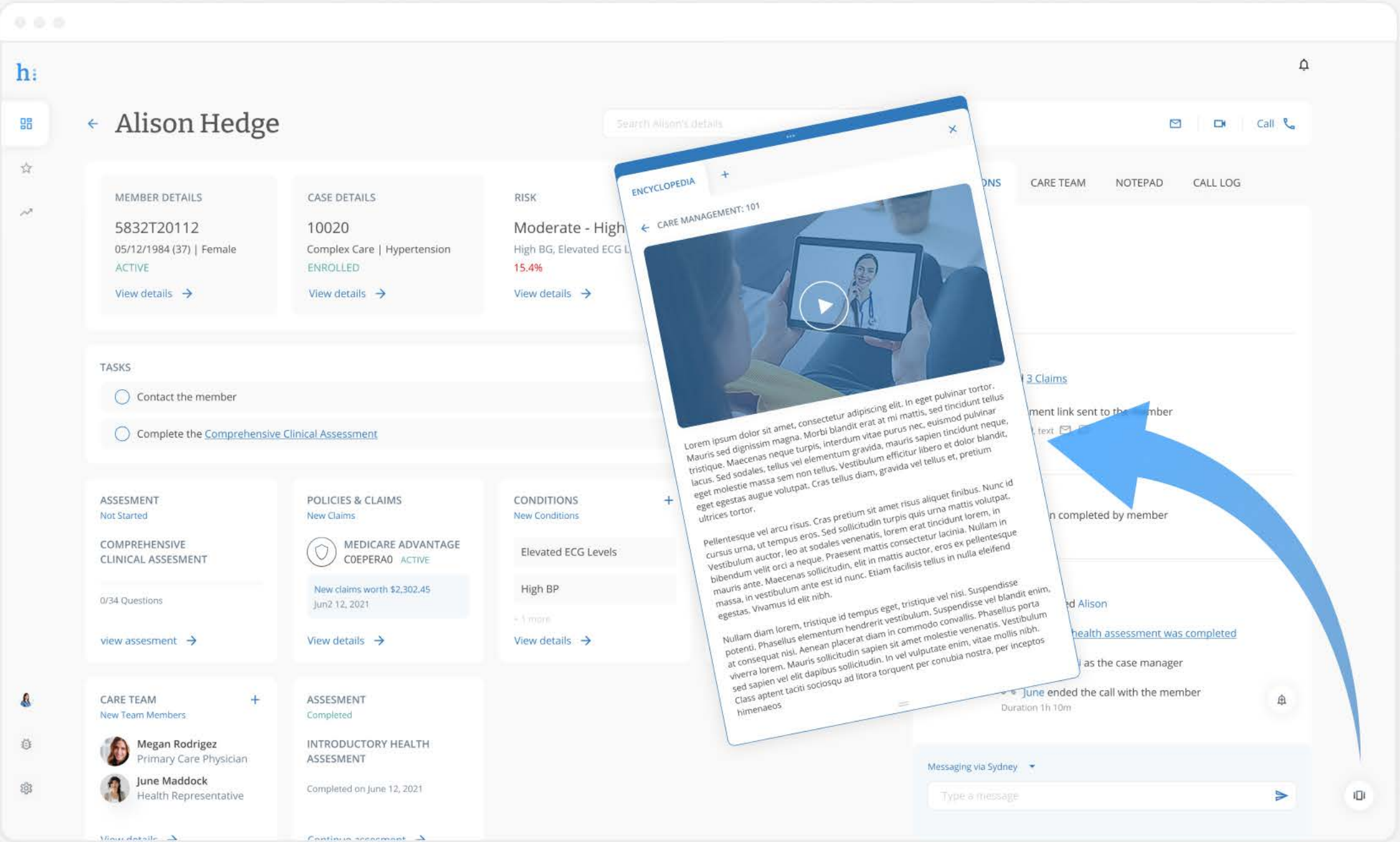
Learning Center



Care managers can stay up to date with the learning center which provides updates on the latest training material, latest news related to care management and any articles authored by the organisation.

#Collaborative CM tool #Care Associate Education

Content Viewer



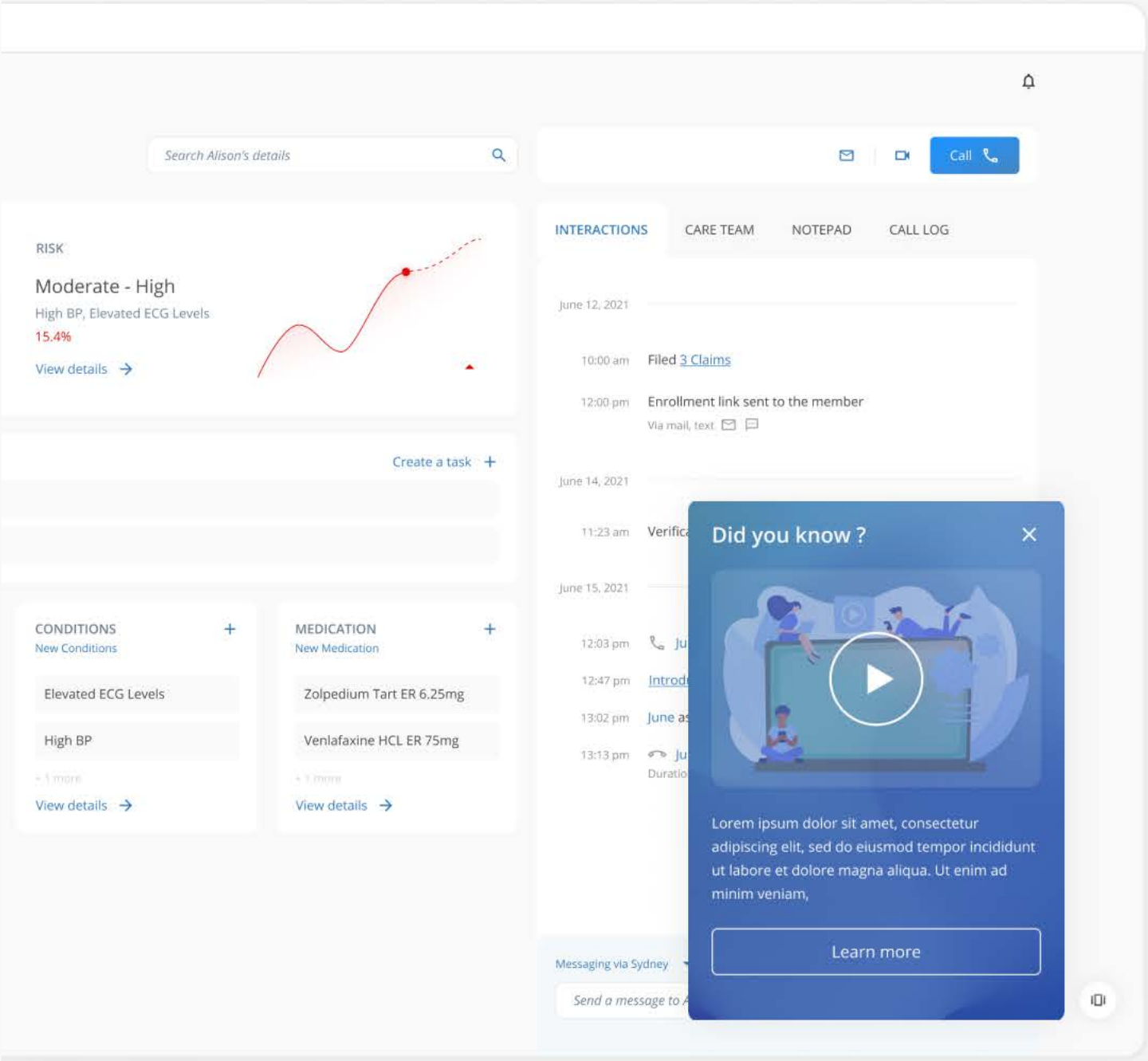
The content viewer can be invoked from any screen using the icon. This opens a floating window through which the care manager can search for educational material across various platforms.

#Care Associate Education

The built in Intelligence can help suggest articles for the associates to view contextually.

Additional Features

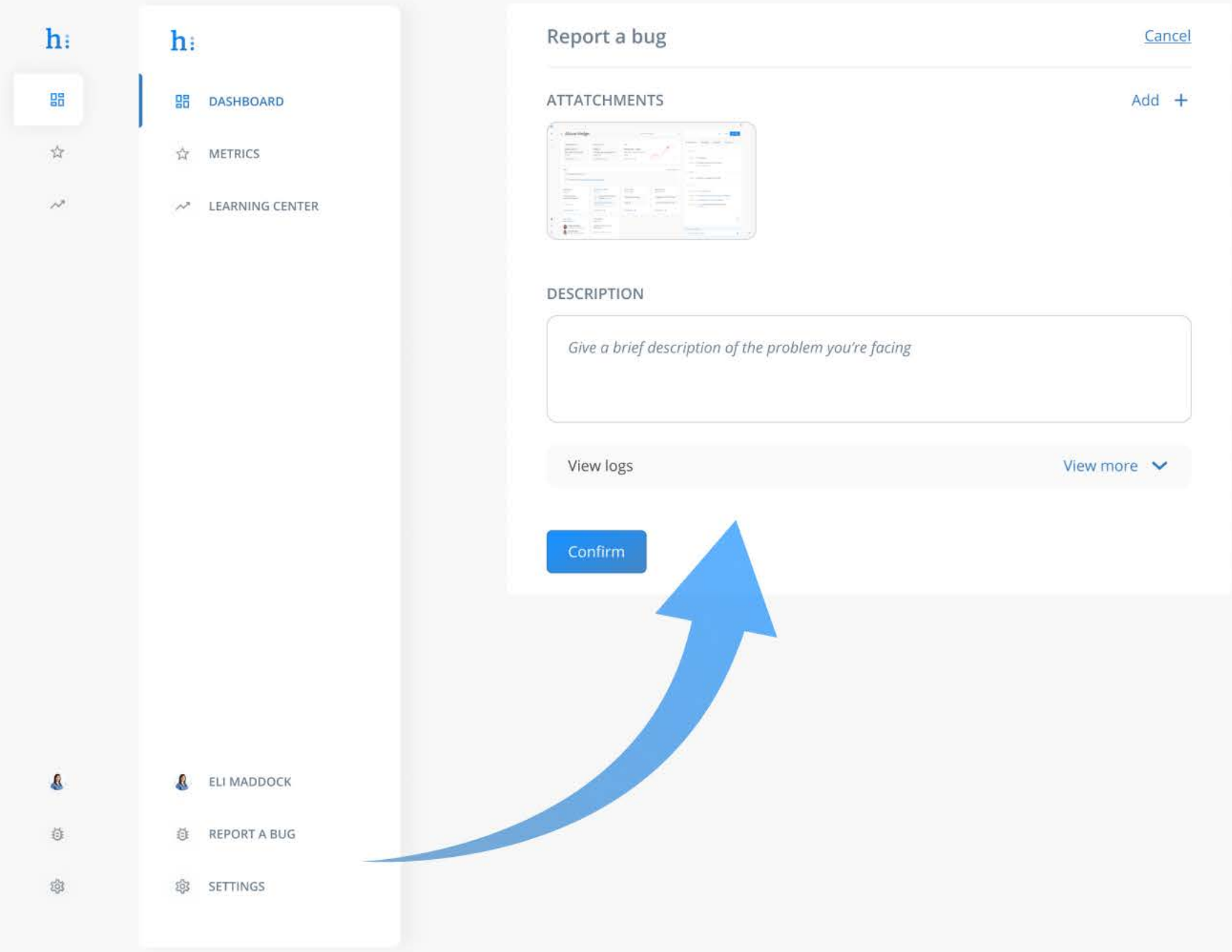
Learning Center



Once within the application, the associate can be shown various tips and tricks, contextually to help them understand the application. These could have links to articles and short animations which can help explain things more effectively.

#Better Ways To Introduce Enhancements

Report a Bug



Associates can use the "Report a bug" feature, easily available on every screen through the menu. The feature takes a screen shot, collects logs and asks the user for more information before being submitted.

#Better Ways To Test Enhancements

Suggesting features



Allowing the user's to submit features can help steer prioritization and ideation exercises

#Better Ways to Introduce Enhancements



Fin.