

Production Support Case Study - WageWorks

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Agenda

WageWorks Production Support Environment

WageWorks Production Support Techniques

WageWorks

- Provides various commuter, health and dependent care products for ERs
- Commuter
 - Transit – bus passes
 - Parking
 - Vanpool
- Health Care Accounts
 - FSA – Flexible Spending Accounts
 - HSA – Health Savings Accounts
 - HRA – Health Reimbursement Accounts
- Dependent Care Accounts

Production Support as a "Product"?

- **Before we have 1 FTE – Kee doing support**

IT Support

- Bill
- Jim
- Gopi

Card Support

- Lauren



EFD Support

- Laurette

Customer Support

- Enrollment
- Eligibility
- EOB
- Statements

Claims Center Support

- Sandy

Production Support as a "Product"?

- **Now we have Gina/Geoff/Kee and WW IT**

IT Support

- Bill
- Jim
- Gopi

Card Support

- Lauren

EFD Support

- Laurette

Customer Support

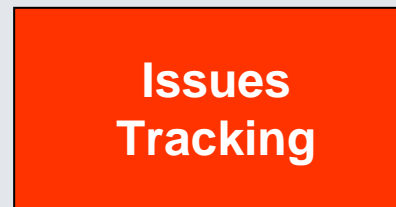
- Enrollment
- Eligibility
- EOB
- Statements

Claims Center Support

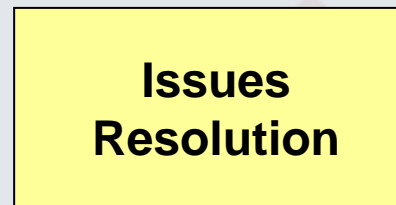
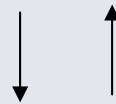
- Sandy



Procbase Implements "Support Product"



Kee or Gina or WW
or software



Kee or Gina or WW
or software



Kee or Gina or WW
for software

Agenda

WageWorks Production Support Environment

WageWorks Production Support Techniques

Production issues are reported

1. Nora, fix the EOB ASAP. We needed to send it to Payformance *yesterday* (issue reported at 7pm EDT)
2. Gordon, the words in split screen are too small to read. Can you make it bigger?
3. Kee Heng/Gina, EFD failed. My heart breaks!
4. Mohan, the adjudication engine rate is too low! WHY? I need to provide the data to WageWorks CEO.
5. Everything is not working! It is just NOT working! Please fix it NOW.

A smiling old man or a crying young lady?

Analogy: What is the *real* issue?



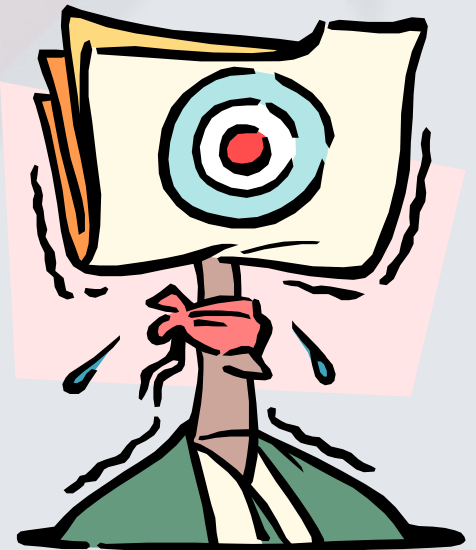
What is our immediate reaction?

!!! STRESS !!!

PANIC

WORRY

CONCERNED



What should we do then?

- **CALM DOWN**
- **Take a deep breath (or more)**
- **LISTEN attentively**



Listening Skills

Model 1

First Person	Talk	Listen	Talk
Second Person	Listen	Talk	Listen

Model 2

First Person	Talking		
Second Person	Listen	Talk	Listen

Managing Flow of Information

- Do not ask too many questions at once
- Listen attentively
- Observe reaction
- Sometime silence is good!
- Check your understanding
- Ask for clarification when needed
- Summarize the discussion

Prioritization: Important vs Urgent

Urgent

Not Urgent

Important

A

B

Not

Important

C

D

Communicate Effectively

- **Good communication**
- **Persuasion (diplomatic but firm)**
- **Influence (get buy-in from users)**
- **Importance of Team Work**
- **Good working relationship**

Respond to issues timely

- **Set mutually agreed expectation on the timing for the resolution**
- **Assertiveness is helpful here**
- **Respond back accordingly**
- **Get feedback from user to confirm**
- **Close the case**
- **Life moves on!**

Establish your own Credibility

- Credibility is accumulated over a (long) period of time
- But can be affected within seconds
- → Keep up your CREDIBILITY

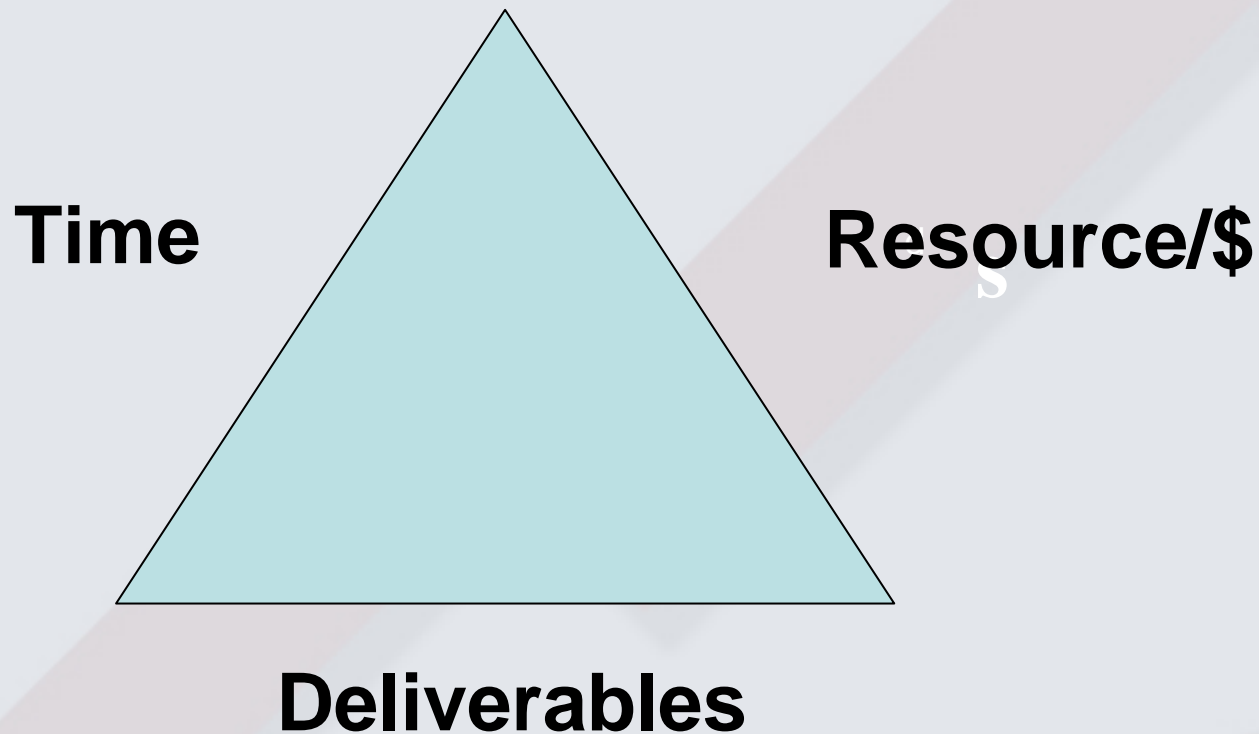
The people that are involved

- **Client**
- **Manager**
- **Co-workers**
- **You**

Ask yourself:

- 1. What do they expect from me?**
- 2. What do I expect from them?**

Definition/Management of Scope and Expectation



Tips:

- **Stay Calm**
 - **Listen attentively**
 - **Prioritize issues**
 - **Be assertive**
 - **Communicate effectively**
 - **Persuade diplomatically but firm**
 - **Influence users**
 - **Be responsive**
 - **Be a team player**
 - **Establish and maintain credibility**
- Book: First Things First by Stephen R. Covey

HAPPINESS

(and have FUN)

Final Thought

- How can we further improve production support?