

Employee Relations

Communication Expectations

Supporting clients with worksite employee's common requests in all instances of Prism.

- › Trained to Validate Employee Prior to Assisting
- › Data Transmission is Encrypted for Safety
- › Monitor & Assisted Live to Ensure Quality Assurance
- › SOP's for all Processes
- › Escalation Process and FAQ's Built into SOP's
- › Growing the Teams' Knowledge to Support a Variety of Needs

MULTI-CHANNEL COMMUNICATIONS:



› Email



› Phone



› Chat

Areas of Expertise

WHAT WE ASSIST WITH

- › Paycheck and Deduction Inquires and Concerns
- › Garnishments
- › Electronic Onboarding Reset and Assistance
- › Password Reset and Troubleshooting
- › Profile Updates
- › Employee Perks Program Registration
- › Distribution of Employee Enrollment W2
- › Stolen Identity Concerns
- › Common Benefit Requests / Inquires / Concerns
- › Benefit Open Enrollment Assistance
- › Benefit Enrollment Troubleshooting
- › Spanish Speaking Representatives Available

employeesupport@vensure.com / 866.636.2855

Chat feature available on www.vensure.com and located in all employee portals

Monday to Friday 5am – 5pm MT AZ time

Prism Instances

