

December 28, 2015

'Live Chat' option now available to 3sHealth Employee Benefits customers



3sHealth employee benefits clients now have the option of chatting electronically with a Benefits Services Officer through the 3sHealth website. Live Chat provides customers with the opportunity to communicate electronically in real time. In addition to email and telephone communications, 3sHealth customers now have one more communications choice.

“We want our customer to be able to select the means they are most comfortable with when they are communicating with us,” says Alana Shearer-Kleefeld, Manager, Benefits Administration at 3sHealth.

Customers can access Live Chat from [the 3sHealth.ca Employee Benefits web page](#). The chat request will enter the employee benefits inquiries queue in the same way a phone call is treated and will be given the same priority. Whether a customer is contacting 3sHealth by phone or on-line chat, he or she will be responded to in sequence by the first available Benefit Services Officer. 3sHealth’s service standard is to answer 100% of calls within 30 seconds. If a benefits services officer is not available to respond within 30 seconds, an automatic prompt will give the customer the opportunity to email their question to ebp@3shealth.ca.

December 28, 2015

This new technology has been created as part of a 3sHealth strategic initiative that focuses on creating a consistent experience for all clients. The Live Chat for employee benefits clients will be evaluated on an on-going basis. If clients respond positively to this method of communication, it may be expanded to other areas of customer service in 3sHealth.