



WebChat 2020 with Presence

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Table of Contents

Document revision history	3
Document sign-off by:	3
1. Purpose of this document	5
2. Chat window	5
2.1. Client side	6
2.2. Agent side	10
3. Transcript	11
3.1. Transcript detail	12
4. Email	15
4.1. Email subject	16
4.2. Email body	17
5. Technical information	17
5.1. IT requirements	17
6. Webchat messages	19
7. Other on hold/unavailable messages	20
8. Predefined text	21



Document revision history

Version#	Name	Date	Reason for change
1.0	Rolien Schoonraad	10/02/2020	Initial draft – version 1.0
2.0	Rolien Schoonraad	17/04/2020	Version 2.0 – Includes the following changes and update: <ul style="list-style-type: none">➤ 2. Q rule text – Afr & Eng➤ 2.1.1 Existing members process and verification➤ 2.1.3 Chat window details➤ 2.2 Agent side chat window display➤ 2.2.1 Remedy integration➤ 3 Transcript process➤ 6 Webchat messages➤ 8 Predefined editable text
3.0	Rolien Schoonraad	08/05/2020	➤ 7 Other on hold/unavailable messages

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1. Purpose of this document

Medihelp is currently in the process of replacing the current Aspect phone system with the Presence system and INOVO as service provider. As part of the change, the WebChat functionality also has to change.

2. Chat window

The chat window will be available on both the Medihelp open site (Marketing website www.medihelp.co.za) and the Member Zone (secured website <https://toolbox.medihelp.co.za>).

- Clients will only be able to use the chat option from a desktop PC or laptop, the chat function will not be available for smartphones or tablets.
- The chat service will only be available in Afrikaans (Klets) for existing members whose language preference is indicated as Afrikaans, and English (Chat) for everyone else.
- The language and service will be handled by a Webservice, more detail on the webservice will be discussed later. *** (Warp and INOVO please confirm what happens where and when)*
- The chat service will be available during the following times:
 - o Monday to Thursday 7:30 am – 4:00 pm
 - o Friday 8:00 am – 4:00 pm
 - o Not available during weekends and public holidays.
 - o Not available between Christmas and New year (close at 12pm on 24/12)
- **All chats** (prospective members, existing members, advisors and suppliers) are routed to the main call centre.
- **Chat queueing** will be allowed irrespective of where the chat initiated from, if all agents are busy only 4 chats can queue, the 5th chat will receive a message to indicate that no one is available to attend to the chat. The messages for this action is as follows:
 - o **Afrikaans** (only for existing members whose language preference is Afrikaans)
 - Jammer, daar is nie nou 'n konsultant beskikbaar om jou klets te neem nie. Probeer asb weer later.
 - o **English** (For everyone else)
 - Sorry, there are no consultants available to take your chat. Please try again later.



2.1. Client side

The initial chat window for a client will display differently, depending on where the chat was initiated from. Each site's display will be discussed separately below:

2.1.1. Open site (www.medihelp.co.za)

- A client who uses the chat option on the open site can be anyone, for example a potential member, existing member, advisor or service provider (doctor etc.) or accounting bureau.
- The chat option is hosted within a Chatbot and development has to be able to accommodate the chat function to work the same as is presently presented.
- These clients need to identify themselves before a chat is initiated with an agent.
- To do this the client needs to supply the following information:
- **Potential members** (clients who want to become members of Medihelp)

Online chat

Please complete the fields below to chat to a consultant.

☒ I want to become a Medihelp member
☐ I am a member
☐ I am an adviser
☐ I am a service provider

First name

Last name

Email address

Mobile number

SUBMIT

- **Existing members**
 - o Due to the new way calls will be handled for existing members, the chats need to be handled the same way.
 - o If the chatter indicates that they are an existing member, and supply the details indicated below, a new field has to be added for the ID number of the main member.



- This ID number has to be verified using the webservice (MemberDetailRequest.wsdl) and if the ID is a match the agent needs to see a message indicating that the member has been verified.
- If the ID does not match the chat can continue to an agent but a message needs to be displayed that the member could not be verified.

Online chat

Please complete the fields below to chat to a consultant.

☐ I want to become a Medihelp member

☒ I am a member

☐ I am an adviser

☐ I am a service provider

Member number

First name

Last name

Email address

Mobile number

SUBMIT

- **Advisors**



Online chat

Please complete the fields below to chat to a consultant.

☐ I want to become a Medihelp member

☐ I am a member

☒ I am an adviser

☐ I am a service provider

Adviser code

First name

Last name

Email address

Mobile number

SUBMIT

- **Service providers**

Online chat

Please complete the fields below to chat to a consultant.

☐ I want to become a Medihelp member

☐ I am a member

☐ I am an adviser

☒ I am a service provider

Service provider number

First name

Last name

Email address

Mobile number

SUBMIT



- As soon as the client has identified themselves, the client type has to be indicated as follows when the chat is passed on to an agent
 - o Potential member (M + member no 0000000)
 - o Existing member (M + member no supplied)
 - o Advisor (B + advisor code supplied)
 - o Supplier (S + practice no supplied)
- The indicator M, B and S will be used to identify the type of client and will help to link the chat to the correct service.
- The identification/verification of a client will be done by a webservice and routed to the correct service (**see webservice detail about chat and call routing**)

2.1.2. Member Zone (<https://toolbox.medihelp.co.za>)

- A member chatting from the member zone is an existing member who has registered and logged on to the member zone.
- This member has already been verified and therefore does not need to supply any information.
- The client details will be supplied by Warp and it will always be the details that the member has logged in with.
- The details should not be editable.
- The identification/verification of a client will be done by a webservice and routed to the correct service (**see webservice detail about chat and call routing**)

The screenshot displays the MediHelp Member Zone interface. At the top, a grey header bar contains the text "WELCOME, ROLIEN SCHOORAAD | 6155316 LOG OUT". Below this is a navigation bar with links: "NEFITS", "CLAIMS", "PRE-AUTHS", "DOCS", and "CONNECT". The main content area features a large image of a man and a young boy embracing. Overlaid on the right side of the image is a "Live Chat" form. The form has a green header with a speech bubble icon and a heart icon. Below the header, it says "Please complete the fields below to chat to a consultant." The form contains five input fields: a text field with "6155316", a text field with "Rolien", a text field with "Schooraad", a text field with "0824427080", and a text field with "rollenss@medihelp.co.za". At the bottom of the form is a green button labeled "START CHATTING". Below the image, there are two green buttons: "APP STORE" and "GOOGLE PLAY".



2.1.3. Chat window for clients

- The actual chat window should look the same for both the open site and the member zone
- A demo environment has been created by Warp for testing purposes.
- The styling of the chat window will be managed by Corniel from Warp's side to match the Medihelp style and branding rules.
- The following details was supplied by the Marketing department and INOVO must please inform us what else they require:



2.2. Agent side

When a chat lands at an agent, they immediately need to be able to see the following:

- Type of client
- Applicable number (member, supplier of advisor)
- The customization of the agent chat window will be handled by INOVO.
- When the chat lands with an agent, an automated greeting that includes the agent name has to be sent to the client.
- These responses have to be as follows and has to be displayed in the language as previously defined:
 - **Afrikaans**
Welkom boodskap
 - Welkom by Medihelp se webkletsdiens. My naam is (signed-in agent's name), hoe kan ek help?
 - **English**
Welcome message
 - Welcome to Medihelp. My name is (signed-in agent's name), how can I assist?

2.2.1. Remedy/Presence/Site integration



- The integration between the different systems will be updated as soon as the UAT is in progress as those requirements will only become clear once development is in full swing.

3. Transcript

The chat transcript templates (Afrikaans and English) are attached below and still need to go to the branding department for sign-off:



Web chat template
2020 Eng.docx




Web chat template
2020 Afr.docx

On the current transcripts, the reference and client number for the enquiry could not be accommodated, as part of the new development the reference and client number should form part of the transcript as follows:

 **medihelp**
mediese skema

Medihelp: Webkletstranskripsie
Klets datum: Dinsdag, 11 Junie 2019
Verwysing nommer: 123456789
Kliënt nommer: *(note: this field should be used for the member, supplier or advisor number)*

 **medihelp**
medical scheme

Medihelp: WebChat transcript
Chat date: Friday, 23 November 2018
Reference number: 123456789
Client number: *(note: this field should be used for the member, supplier or advisor number)*

The client number as indicated on the screen prints above refers to the member number, supplier number or advisor number.

After discussions during the webchat/project meeting the option to add the ticket number to the transcript was discussed with Majota from Metaweave and the development will be investigated and tested as soon as the demo site is up and



running. During the integration process, the transfer of information between partners will be addressed.

3.1. Transcript detail

The transcript for internal and external use should appear exactly the same. The transcript has to be in PDF format and should not be editable.

- The transcript has to be sent per email as an attachment, should a client request the chat transcript
- Provision should be made for special characters to avoid the transcript from becoming distorted.
- During the webchat meeting held on 14/04/2020 the following was decided regarding transcripts:
 - o All transcripts will be emailed directly to chats@medihelp.co.za mailbox
 - o All attachments uploaded during the chat will be sent along with the transcript to chats@medihelp.co.za
 - o Medihelp will be responsible to convert the chat transcript to PDF before it is sent to a client on request.
 - o The email content used to send the transcript to a client will be handled by Medihelp to ensure it contains the correct information and branding.
- Each transcript should contain all the information as indicated in the screen prints below:



Medihelp: Webklets transkripsie

Klets datum: Dinsdag, 11 Junie 2019

Verwysing nommer: 123456789

Kliënt nommer: *(note: this field should be used for the member, supplier or advisor number)*

08:25:35 Medihelp: Welkom by Medihelp se webkletsdiens.

08:25:55 Medihelp: My naam is Jack, hoe kan ek help?

08:26:00 Zelda: Hello Jack. Watse clinical sielkundige is op julle paneel in Pietermaritzburg en het ons voordele daarvoor?

08:26:15 Jack: Hello Zelda

08:27:07 Jack: Jy kan enige geregisteerde kliniese sielkundige sien. Ons het nie 'n aangewese diensverskaffer paneel vir Kliniese sielkundiges.

08:27:34 Jack: Ek kan gou kyk op Diensverskaffer lys wie is in Pietermaritzburg.

08:27:49 Zelda: Baie dankie

08:28:00 Zelda: Het ons voordele daarvoor?

08:28:35 Jack: Dis korrek. Daar is voordele.

08:28:45 Zelda: Baie dankie!

08:28:51 Zelda: Lekker daggie verder

08:29:16 Jack: Maar slegs as dit kwalifiseer vir Voorgeskrewe minimum dienste (PMB)

08:29:39 Jack: Jy moet dus die icd10 (diagnose kode) vir ons eers bevestig.

08:30:16 Jack: Kan ek 'n lys van wie daar is in Pietermaritzburg epos by zelda@brokersure.co.za?

08:31:06 Jack: Ek het dit so pas aangestuur.

08:31:50 Jack: Zelda, ek vertrou jy vind bogenoemde in orde.

08:32:00 Jack: Aangename dag

08:32:10 Jack: Dankie dat jy van Medihelp se webkletsdiens gebruik gemaak het. Jy is welkom om ons weer op enige tyd te kontak.



medihelp
medical scheme

Medihelp: WebChat transcript

Chat date: Friday, 23 November 2018

Reference number: 123456789

Client number: *(note: this field should be used for the member, supplier or advisor number)*

- 11:49:35 Medihelp: Welcome to Medihelp
- 11:49:37 Medihelp: My name is Elim, how can I assist?
- 11:49:39 Elim: Morning Michelle, how may I assist?
- 11:50:10 Michelle: Morning Elim, I am currently the main member. My husband would like to become the main member for tax purposes and also as he will receive a subsidy from work. Is that possible if we move to Prime 3 Network
- 11:53:11 Elim: Michelle to do a status change, the process is as follow. First you need to cancel your membership. Medihelp will cancel your membership at the end of the month. You must complete a resignation form and return the form either by e-mail or fax.
- 11:53:46 Michelle: Thank you. Please mail this chat to me
- 11:54:04 Elim: Your husband will have to complete an application form. Medihelp will enrol members from the first of a month. The enrolment date will automatically be from the beginning of the month following the month in which the application was received, unless a future enrolment date is requested. The date must also be the first day of the month.
- 11:54:16 Elim: Once Medihelp received the application, we will send you a quotation within 3-5 working days to confirm the conditions under which membership will be granted. Should you accept the quotation, you sign the form and send it back. Medihelp will then activate a membership number. If not, you draw a slash across the form and send it back. Medihelp will then cancel the application for membership.
- 11:54:16 Michelle: Can you also mail me the provider list for the student plan?
- 11:54:44 Elim: I will send the information as requested.
- 11:55:23 Elim: Anything else?
- 11:55:57 Michelle: Can you find out for me if there will be waiting periods for us? (Myself, Grant born 1966 and Meghan) if we do decide to cancel this plan and reapply for him as the main member on Prime 3?
- 11:57:34 Elim: Medihelp can only send a quotation to confirm the conditions under which membership will be granted after receipt of an application form.
- 11:58:03 Michelle: And for that we have to cancel our existing membership first?
- 11:59:00 Elim: May I suggest to complete the application form and send it to Medihelp in order to receive the quotation but not to cancel the membership.
- 11:59:48 Elim: Should you accept the quotation then you can complete a form to terminate your current membership number.

Customer Care/Klêntesorg: 086 0100 678 | www.medihelp.co.za | PO Box/Posbus 28004, Arcadia, 0007 | 410 Steve Biko Road/Steve Bikoweg 410, Arcadia, Pretoria, 0083
Medihelp is an authorised financial services provider/Medihelp is 'n gemagtigde verskaffer van finansiële dienste (FSP No 15738)



4. Email

Transcripts of the chats should always be emailed to Medihelp immediately after the chat has ended and to the client only on request.

Clients can request a copy of the transcript from Medihelp

The email body should be compliant with Medihelp's branding rules and contain a PDF attachment of the chat transcript. The transcript for internal and external use has to be exactly the same.

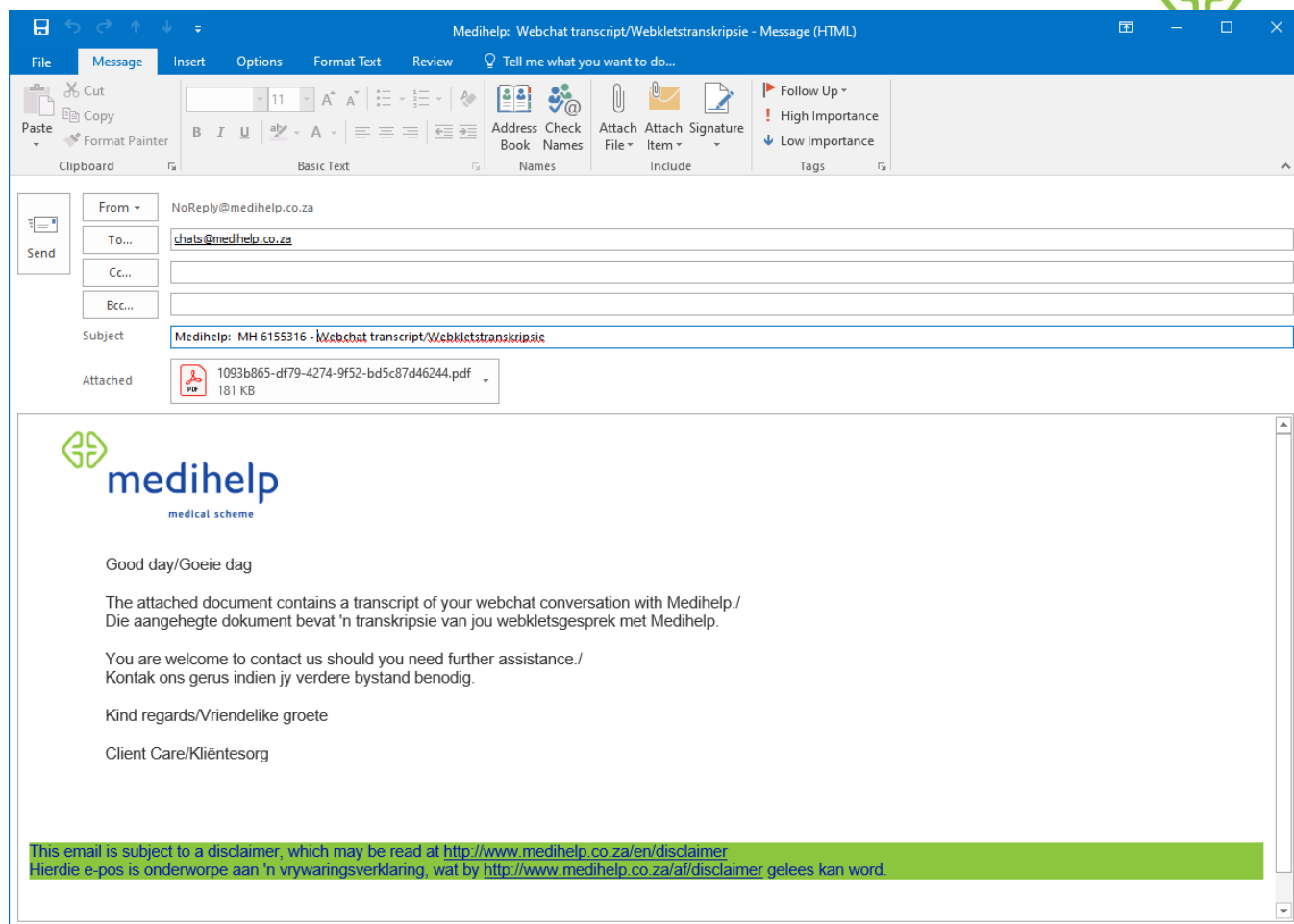
The transcript for internal use has to be emailed to the designated email address **chats@medihelp.co.za**

The transcript for external use, if requested by the client, has to be emailed to the email address supplied by the client and **sent from no-reply@medihelp.co.za**

Example of a current transcript email:



Medihelp Webchat
transcriptWebkletst



4.1. Email subject

The email subject has to be as follows:

- Sender: No-reply@medihelp.co.za
- Internal recipient: chats@medihelp.co.za
- External recipient: email address supplied by client
- English Subject: Medihelp: MH 6155316 - WebChat transcript
 - o Consisting of Client number for example:
 - member number, preceded by the letters MH,
 - Practice number, preceded by the letters PR or
 - Advisor number no preceding letters)
- Afrikaans Subject: Medihelp: MH 6155316 – Webkletstranskripsie
 - o Consisting of Client number for example:
 - member number, preceded by the letters MH,
 - Practice number, preceded by the letters PR or
 - Advisor number no preceding letters



- Attachment: PDF transcript

4.2. Email body

The email body has to contain the following text and has to be bilingual:

- Good day/Goeie dag

The attached document contains a transcript of your webchat conversation with Medihelp./ Die aangehegte dokument bevat 'n transkripsie van jou webklets gesprek met Medihelp.

You are welcome to contact us should you need further assistance./
Kontak ons gerus indien jy verdere bystand benodig.

Kind regards/Vriendelike groete

Client Care/Kliëntesorg

5. Technical information

The following technical information was requested by INOVO

5.1. IT requirements

The information below needs to be supplied and confirmed by Medihelp IT division

- **Private DMZ IP/Subnet/GW/Vlan** that will be allocated to the WebChat server.
(Terence confirmed – 10.10.0.12)
- **Public IP** that will be allocated to the WebChat server. (Terence confirmed - 154.117.131.75 and 41.180.33.24 - There are two addresses as there are ISPs. DNS is failover.)
- **DNS name** that will be allocated to the WebChat server, for example. chat.medihelp.co.za (This DNS name will have to be accessible from the internet, as well as internally from the servers, in other word for external from the Internet the chat.medihelp.co.za must resolve to a Public IP, and via internal chat.medihelp.co.za must resolve to a Private IP). It seems that the current WebChat DNS name is chat.medihelp.co.za so it will probably have to be



something different. (Terence suggested webchat.medihelp.co.za – but still needs to create it)

- **Public IP** will have to be routed to a Private IP. (Terence confirmed - 154.117.131.75 and 41.180.33.24 - There are two addresses as there are ISPs. DNS is failover.)
- **Wildcard SSL certificate** will be required for the medihelp.co.za domain in order to make the WebChat server secure. (Terence confirmed we have on)
- **TCP ports** has to be opened on the Firewall[s] as mentioned in the design. (Terence suggested 80 and 443 and Quintin Myburgh from INOVO that 443 is acceptable)
- **SMTP details** for the transcripts to be emailed to the client after the chat has been finalized (**SMTP Server IP, Port, email address, username and password**). *Is this situated on the LAN or outside the LAN?* (Terence confirmed - 172.24.8.200 - The server is on our LAN. The server will be reinstalled in the first week of March and account details will be provided then)
- **Transcript email SUBJECT text** (What you want as the SUBJECT for the transcript that is sent to a client) (See information supplied above)
- **Transcript BODY text** (What you want the mail body text to be that is sent to a client) (See information supplied above)
- **Chat templates** must be customized and sent back to INOVO along with the images that has to be used on/in the templates, as this will all be loaded on the WebChat server. (See information supplied above)
- **On 20/02/2020** Quintin also asked for detailed information regarding:
 - Private DMZ Subnet
 - Private DMZ Gateway
 - Private DMZ Vlan
 - What will the rest of the Presence Servers on the network be?

6. Webchat messages

Afrikaans	English
Welkom boodskap Welkom by Medihelp se webkletsdiens. My naam is (signed-in agent's name), hoe kan ek help?	Welcome message Welcome to Medihelp. My name is (signed-in agent's name), how can I assist?
Welkom boodskap met "queue" (aanhou boodskap) Welkom by Medihelp se webkletsdiens. Al ons konsultante is tans besig, maar ons wil graag met jou gesels, so bly asseblief nog 'n rukkie aanlyn totdat 'n konsultant beskikbaar is.	Welcome message with queue (on hold) Welcome to Medihelp All our consultants are currently busy, but we really want to talk to you, so please stay online for a moment until a consultant is available
Na 45 sekondes se aanhou, sal die volgende boodskap opkom: Almal klets vandag aanmekaar! Bly asseblief aanlyn totdat 'n konsultant beskikbaar is.	After 45 seconds on hold, this message will be displayed: Everyone's chatting up a storm today! Please continue to stay online until a consultant is available
Na 'n verdere 45 sekondes se aanhou sal hierdie boodskap opkom: Kan jy nie langer wag nie? Onthou dat jy ook ons oproepsentrum by 086 0100 678 kan sakel	After another 45 seconds, this message will be displayed: Can't wait any longer? Remember you can also phone our call centre on 086 0100 678



<p>Hierdie boodskappe sal elke 45 sekondes in 'n “loop” speel totdat die konsultant die webklets antwoord of die webklets beeindig word:</p> <div><p>12:05:23 Medihelp: Welkom by Medihelp se webkletsdiens.</p><p>12:05:23 Medihelp: Al ons konsultante is tans besig, maar ons wil regtig graag met jou gesels, so bly asseblief nog 'n rukkie aanlyn totdat 'n konsultant beskikbaar is.</p><p>12:06:08 Medihelp: Almal klets vandag aanmekeer! Bly asseblief aanlyn totdat 'n konsultant beskikbaar is.</p><p>12:06:53 Medihelp: Kan jy nie langer wag nie? Onthou dat jy ook ons oproepsentrum by 086 0100 678 kan skakel.</p><p>12:07:38 Medihelp: Al ons konsultante is tans besig, maar ons wil regtig graag met jou gesels, so bly asseblief nog 'n rukkie aanlyn totdat 'n konsultant beskikbaar is.</p><p>12:08:23 Medihelp: Almal klets vandag aanmekeer! Bly asseblief aanlyn totdat 'n konsultant beskikbaar is.</p><p>12:09:08 Medihelp: Kan jy nie langer wag nie? Onthou dat jy ook ons oproepsentrum by 086 0100 678 kan skakel.</p></div>	<p>These messages will play in a loop every 45 seconds until consultant “answers” or webchat is dropped:</p> <div><p>10:07:46 Medihelp: Welcome to Medihelp.</p><p>10:07:48 Medihelp: All our consultants are currently busy, but we really want to talk to you, so please stay online for a moment until a consultant is available.</p><p>10:08:33 Medihelp: Everyone's chatting up a storm today! Please continue to stay online until a consultant is available.</p><p>10:09:18 Medihelp: Can't wait any longer? Remember that you can also phone our call centre on 086 0100 678</p><p>10:10:03 Medihelp: All our consultants are currently busy, but we really want to talk to you, so please stay online for a moment until a consultant is available.</p><p>10:10:48 Medihelp: Everyone's chatting up a storm today! Please continue to stay online until a consultant is available.</p><p>10:11:33 Medihelp: Can't wait any longer? Remember that you can also phone our call centre on 086 0100 678</p><p>10:12:18 Medihelp: All our consultants are currently busy, but we really want to talk to you, so please stay online for a moment until a consultant is available.</p></div>
<p>Webklets afsluit boodskap:</p> <p>Dankie dat jy Medihelp se webkletsdiens gebruik het. Jy kan ons gerus weer enige tyd kontak.</p>	<p>Webchat end message:</p> <p>Thank you for using Medihelp's web chat service. You are welcome to contact us again at any time.</p>

7. Other on hold/unavailable messages

Afrikaans	English
<p>Staan by</p> <p>Al ons konsultante is tans besig...</p>	<p>Waiting</p> <p>All our consultants are currently busy...</p>



Verklein asseblief hierdie venster om jou gesprek te sien.	Please minimise this window to view your chat.
Totsiens Totsiens... Dankie dat jy Medihelp se webklets gebruik het.	Goodbye Goodbye... Thank you for using Medihelp's web chat.
Webklets nie beskikbaar nie Medihelp se webklets is nie tans beskikbaar nie... Medihelp se webklets is nie tans beskikbaar nie. Probeer gerus weer gedurende ons besigheidsure: Maandae tot Donderdae 7:30 tot 16:00 Vrydae 8:00 tot 16:00 Medihelp is gesluit op naweke en publieke vakansiedae Dankie dat jy Medihelp se webklets gebruik het.	Web chat disabled Medihelp's web chat is not currently available... Medihelp's web chat is currently unavailable. Please try again during our business hours: Mondays to Thursdays 7:30 to 16:00 Fridays 8:00 to 16:00 pm Medihelp is closed on weekends and public holidays Thank you for using Medihelp's web chat.

8. Predefined text

Afrikaans	English
GROET:	GREETING:



Hallo, hoe kan ek help? Goeiemore, hoe kan ek help? Goeiemiddag, waarmee kan ek help? Hoe kan ek vandag help?	Hi there, how can I help you? Good morning, how may I help you? Good afternoon, how can I help you today? How can I assist you today?
VERIFIKASIE: Wees asb so gaaf en bevestig die hooflid se voorletters, van en ID nommer	VERIFICATION: Please be so kind as to confirm the main member's initials, surname and ID number.
BEVESTIGING VAN VOORDELE: Vraag: Is jy bewus van die voorwaardes waaronder ons voordele bevestig? Terme: Ek bevestig die voordele / inligting in terme van die beskikbare Reëls wat tans geld, en die inligting wat vandag aan my bekend is. Indien die Reëls of inligting verander mag dit die bevestiging ongeldig maak.	CONFIRMATION OF BENEFITS: Question: Are you aware of the conditions under which we confirm benefits? Terms: I confirm these benefits /information in terms of the Rules and available information. If the Rules or available information change, it may cause this confirmation to be invalid.
BEVESTIGING VAN VOORDELE (VOORNEMENDE LEDE) Ek bevestig die inligting in terme van die Reëls wat tans geld, indien die Reëls verander mag dit die inligting ongeldig maak.	CONFIRMATION OF BENEFITS (PROSPECTIVE MEMBERS) I confirm the information in terms of the Rules and if the Rules change, it may cause this information to be invalid.



<p>Tweedens is ek nie gemagtig in terme van die FAIS Wetgewing om enige aanbevelings ten opsigte van die keuse van voordele opsie vir u in die Medihelp produk reeks te maak nie.</p> <p>Ek sal begin met 'n kort opsomming van al die voordele opsies wat Medihelp bied, en u kan dan aandui van watter opsie u meer wil weet.</p>	<p>Secondly I am not authorised according to the FAIS Law to make any recommendations regarding the choice of benefit option best suited for you in the Medihelp product range.</p> <p>I will start with a brief summary of all the benefit options that Medihelp offer, and you can then indicate which option you want more information on.</p>
<p>OP HOU:</p> <p>Kan jy asb vir my aanhou terwyl ek jou navraag oopmaak?</p> <p>Mag ek jou op hou plaas vir 'n paar minute terwyl ek die inligting versamel?</p> <p>Dis 'n goeie vraag. Hou asb 'n oomblik aan terwyl ek ondersoek instel.</p> <p>Ek sal jou op hou moet sit vir 'n paar minute om belangrike inligting na te gaan. Sal dit reg wees met jou, of sal jy verkies dat ek jou terugskakel met die korrekte inligting?</p> <p>Ek is jammer om jou te laat wag. Ek is steeds besig met die ondersoek en sal binnekort na jou toe terugkom.</p> <p>Ek kyk gou na jou versoek, moet asb nie die klets beeindig nie.</p> <p>Ek kontak gou die betrokke departement wat met die navraag werk. Hou asb 'n oomblik aan.</p> <p>Dankie vir u geduld. Die betrokke eis is nog nie ontvang nie. E-pos dit gerus na enquiries@medihelp.co.za</p>	<p>ON HOLD:</p> <p>Would you mind to hold while I open your enquiry?</p> <p>May I put you on hold for a few minutes while clarifying the benefits?</p> <p>This is a good question, let me find out for you. Would you mind to hold?</p> <p>I will need to put you on hold for a few minutes to check some important information. Would that be ok with you or would you prefer that I call you back with the correct details?</p> <p>I'm checking this for you. Please hold for me.</p> <p>I will have to contact the department in charge of this enquiry. Would you mind to hold?</p> <p>I'm sorry to keep you waiting. I'm still investigating and will be with you shortly</p> <p>Let me put you on hold for a few moments to verify this information</p> <p>Thank you for holding. The information is as follows</p>



	Thank you for your patience, the claim has not been received yet. Please send the claim to enquiries@medihelp.co.za
DEURSKAKEL: Bly asb aanlyn terwyl ek u na die korrekte afdeling deurskakel. Geniet die dag.	TRANSFER: Please stay online while I transfer you to the correct division. Have a nice day.
KNIP 'n LANG WEBKLETS KORT: Hierdie navraag behoort telefonies maklik afgehandel te word. Sal u omgee as ek u skakel?	WRAPPING UP A LONG WEBCHAT: It would be easier to handle your query telephonically. Would you mind if I give you a call-back?
BEËINDIG WEBKLETS: Het ons al u vrae aangespreek en opgelos? Dankie vir u navraag. Is daar enige iets anders waarmee ek kan help? Dit was 'n plesier om te help. Kontak ons gerus weer op die webkletsfunksie. Is daar enige iets anders wat ek vir jou kan doen? Ek sal die navraag vir jou eskaleer. Die verwysingsnommer is:	ENDING THE CHAT: Have we resolved all of your questions? Thank you for reaching out to us Thank you for contacting us. It has been a pleasure to help you. Is there anything else I might help you with today? Is there anything else I can do for you? I will escalate the enquiry for you. Your reference number is:
ADDITIONAL	
CHRONIESE NAVRAAG: E-pos asb 'n nuwe voorskrif met u lidnommer as verwysing na medicineapp@medihelp.co.za	CHRONIC ENQUIRY: We require a new script to be sent to medicineapp@medihelp.co.za with your membership number in the subject line.
INGEWIKKELDE NAVRAAG:	COMPLEX ENQUIRY:



Gegewe die komplekse aard van die navraag, sal ek u graag telefonies wil kontak. Bevestig asb watter tyd vir u gerieflik sal wees.	Given the complexity of the enquiry, I would have to call you. Please specify a time that would be convenient to contact you?
LIDMAATSKAP: E-pos asb die versoek en rede vir bedanking na membership@medihelp.co.za U as lid is vir ons belangrik. Is daar enige iets wat ons kan doen om u van besluit te laat verander?	MEMBERSHIP: Kindly specify your reason for cancellation and forward to membership@medihelp.co.za We value you as a customer. Is there anything we can do to change your decision?
HOSPITAAL NAVRAAG: Bevestig asb die hospitaal se praktyknommer sowel as die opname en ontslagdatum.	HOSPITAL ENQUIRY: Please provide me with the hospital's practice number as well as the admission and discharge date
EMAIL ADDRESSES:	
enquiries@medihelp.co.za membership@medihelp.co.za subscriptions@medihelp.co.za hospitalauth@medihelp.co.za preauth@medihelp.co.za oncology@medihelp.co.za fraud@medihelp.co.za medicineapp@medihelp.co.za	
OPTICAL	
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DENTAL	



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