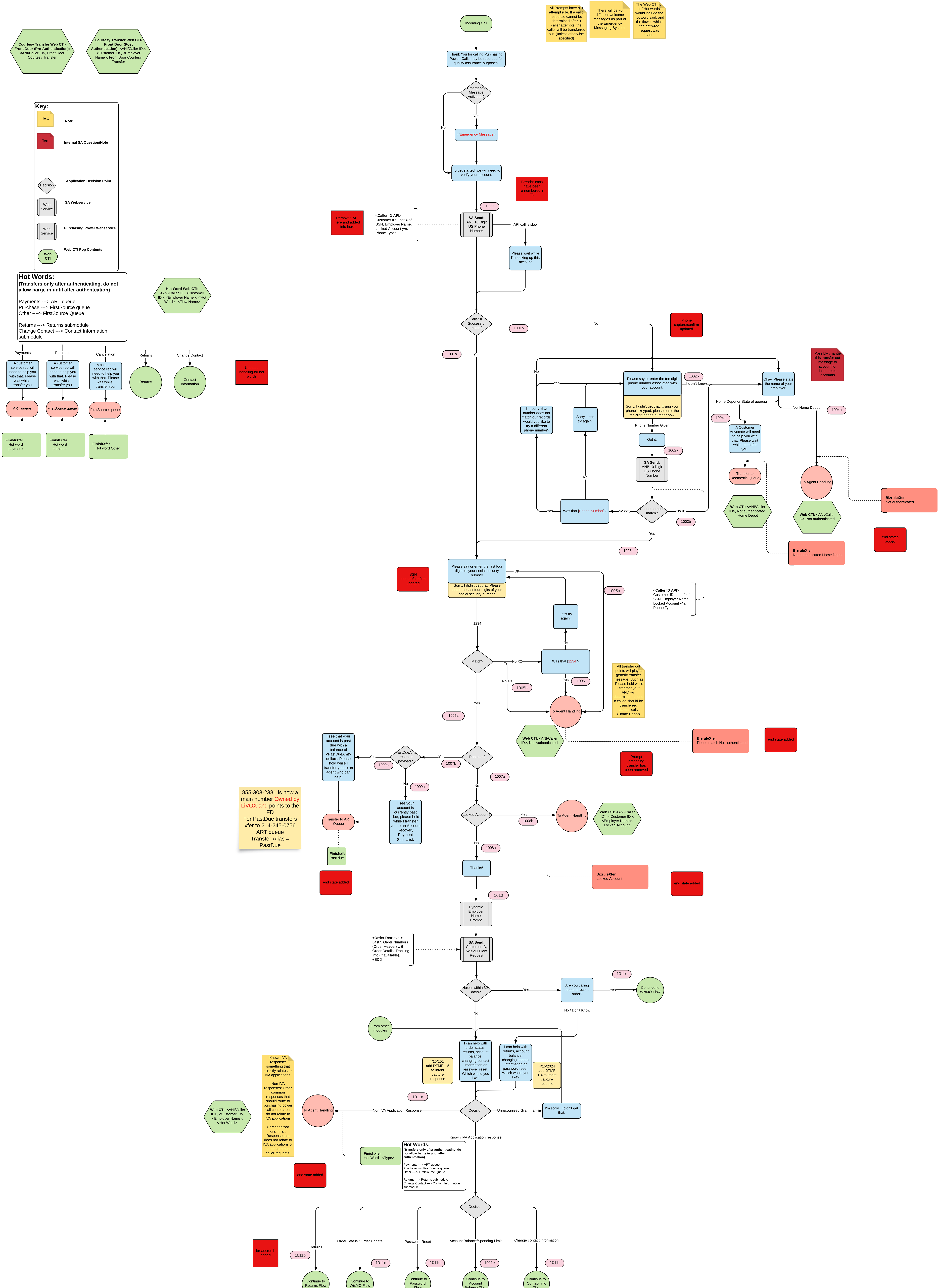


Front Door



Purchasing Power Where is my order? (WisMO)

Key:

Text

Note

Text

Internal SA Question/Note

Decision

Application Decision Point

Web Service

SA Webservice

Web Service

Purchasing Power Webservice

Web CTI

Web CTI Pop Contents

End States:

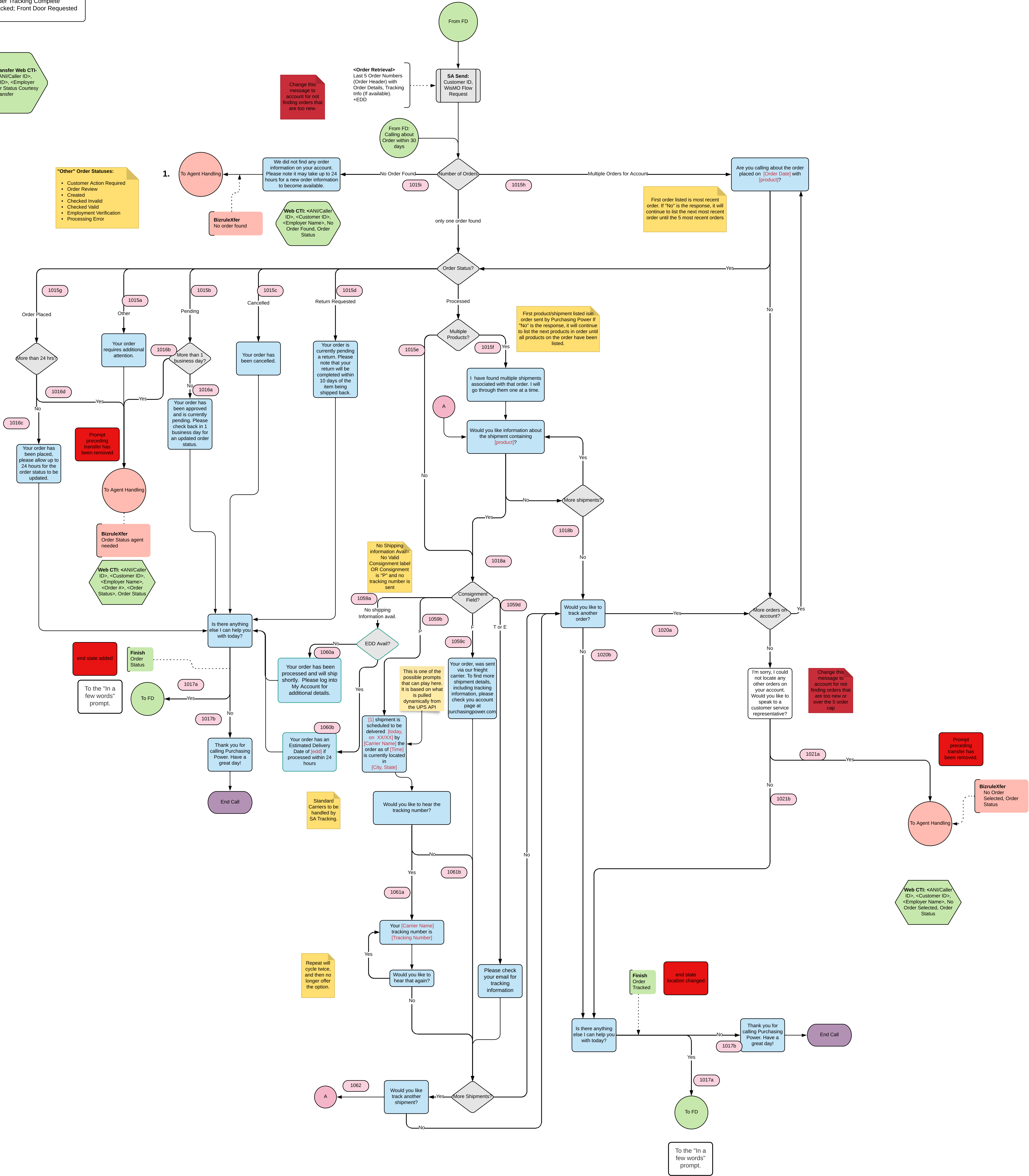
1. WisMO- No Order Found
2. WisMO- Other
3. WisMO- Tracked; Advocate Requested
4. WisMO- No Additional Orders Found
5. WisMO- Order Tracking Complete
6. WisMO- Tracked; Front Door Requested

Courtesy Transfer Web CTI-
WisMo: <ANI/Caller ID>,
<Customer ID>, <Employer Name>, Order Status Courtesy
Transfer

Other Order Statuses:

- Customer Action Required
- Order Review
- Created
- Checked Invalid
- Checked Valid
- Employment Verification
- Processing Error

WisMO



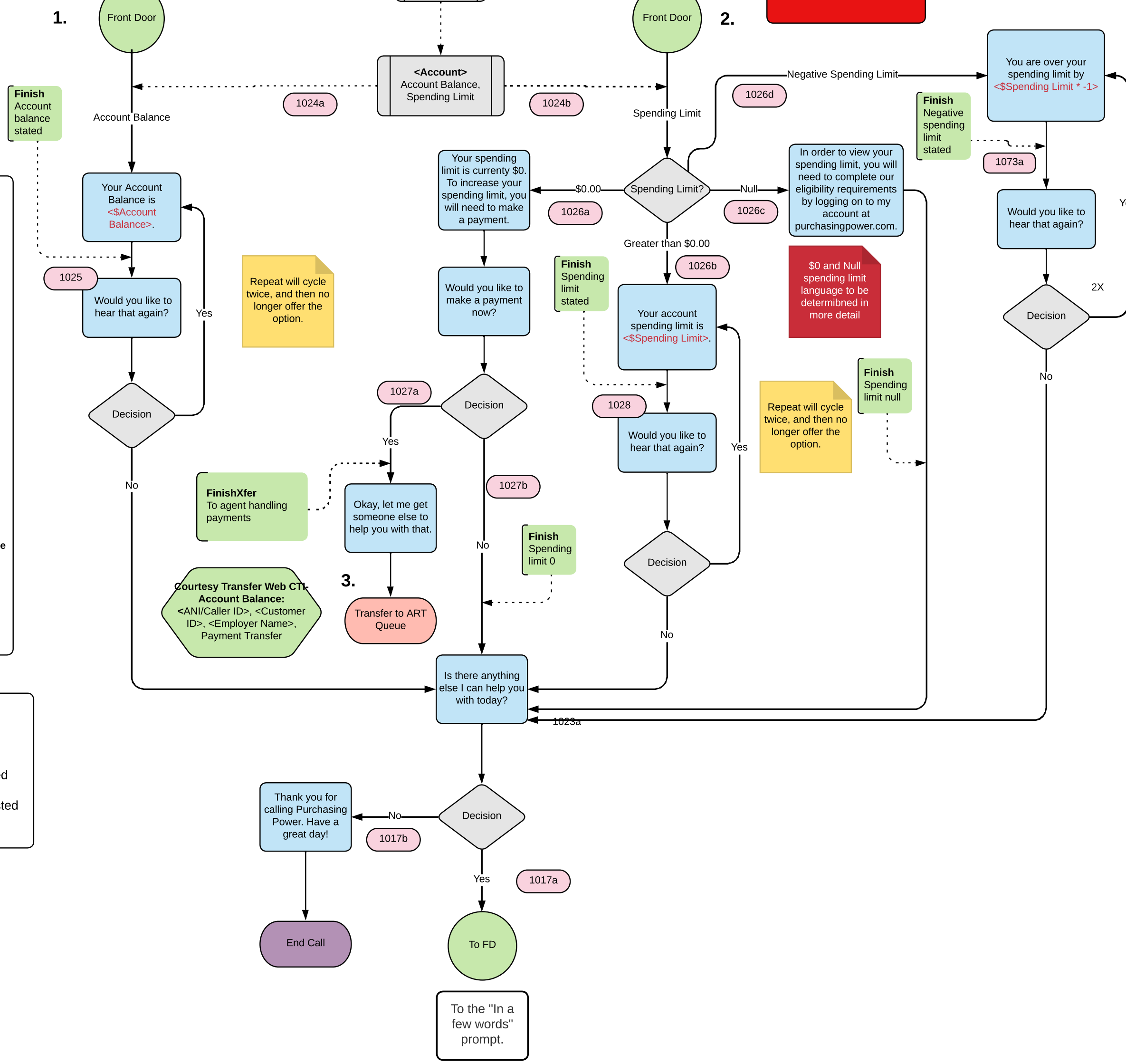
Courtesy Transfer Web CTI:
Account Balance: <Any> Caller ID>
<Customer ID> <Employer Name>
Account Balance or Spending Limit Courtesy Transfer

Key:

- Text
- Note
- Internal SA Question/Note
- Caller Decision Point
- Application Decision Point
- SA Webservice
- Web Service
- Purchasing Power Webservice
- Web CTI
- Web CTI Pop Contents

End States:

- Account Balance
- Spending Limit
- Account Balance- Payment Requested
- Account Balance- Complete
- Account Balance- Front Door Requested



Purchasing Power Password Reset

Courtesy Transfer Web CTI-
Password Reset: <ANI/Caller ID>, <Customer ID>, <Employer Name>, Password Reset Courtesy Transfer

Key:

Text

Note

Text

Internal SA Question/Note

Decision

Application Decision Point

Web Service

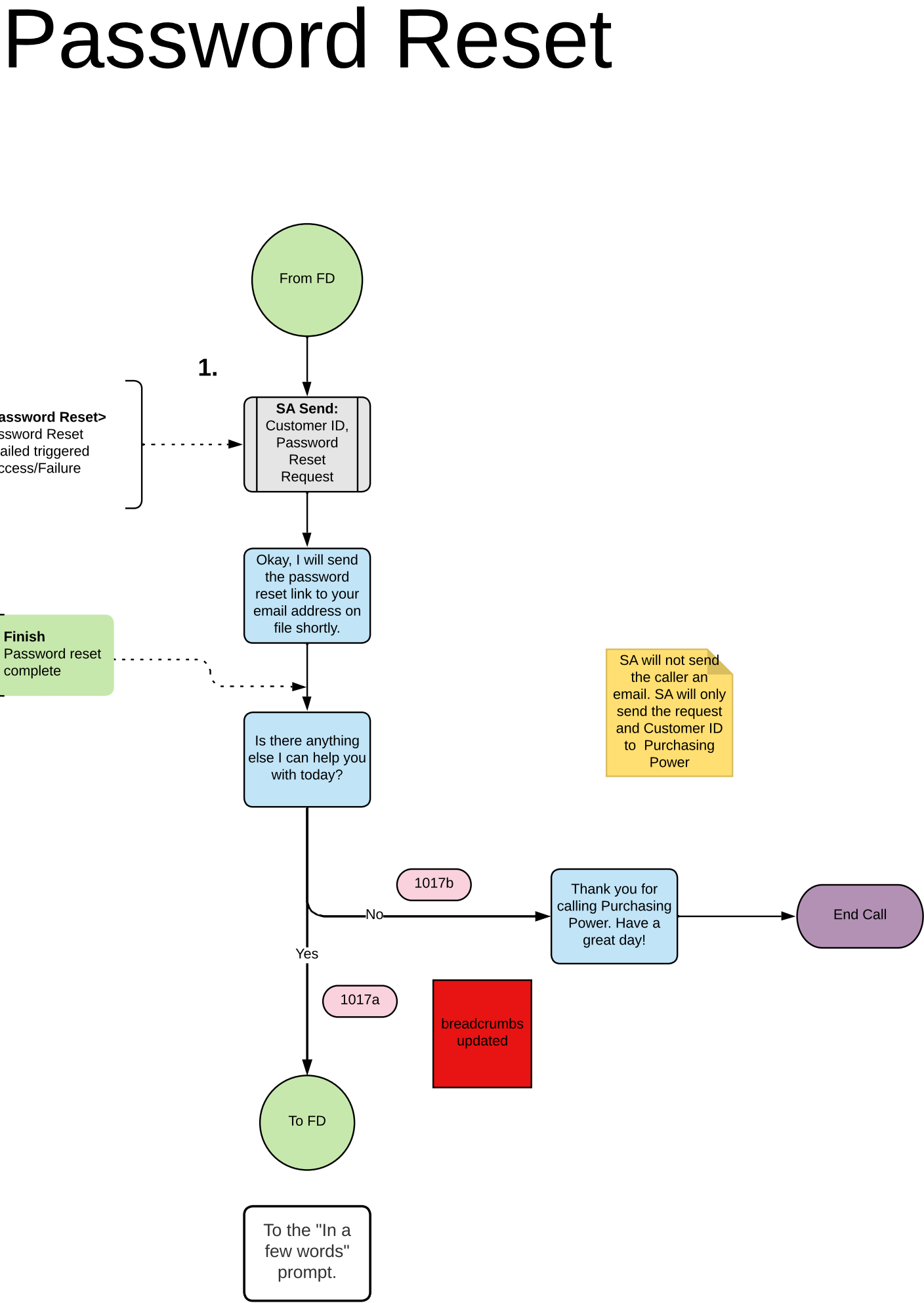
SA Webservice

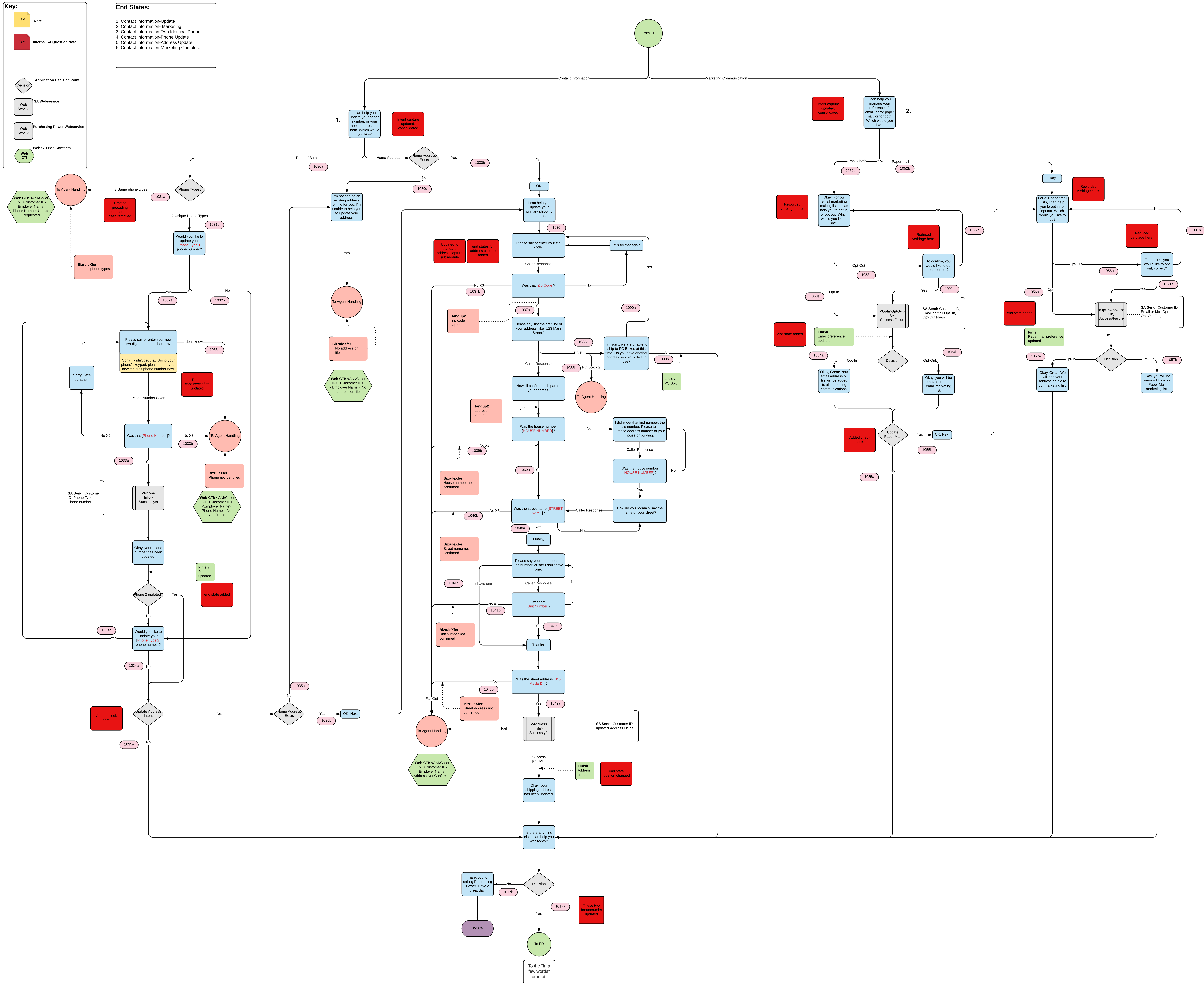
Web Service

Purchasing Power Webservice

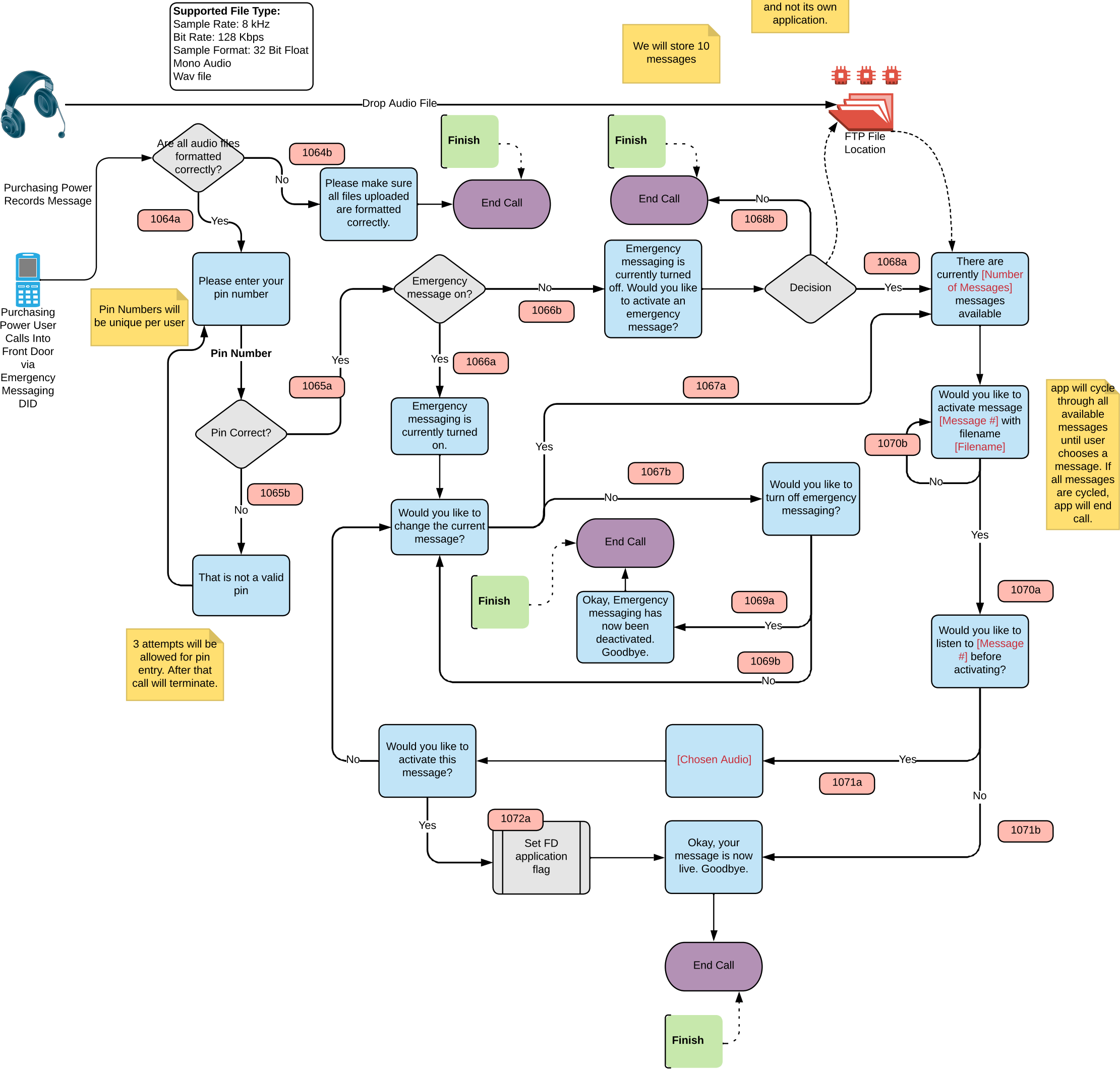
Web CTI

Web CTI Pop Contents





Application: Front Door - Emergency Messaging



Agent Handling

This is a new sub module

