

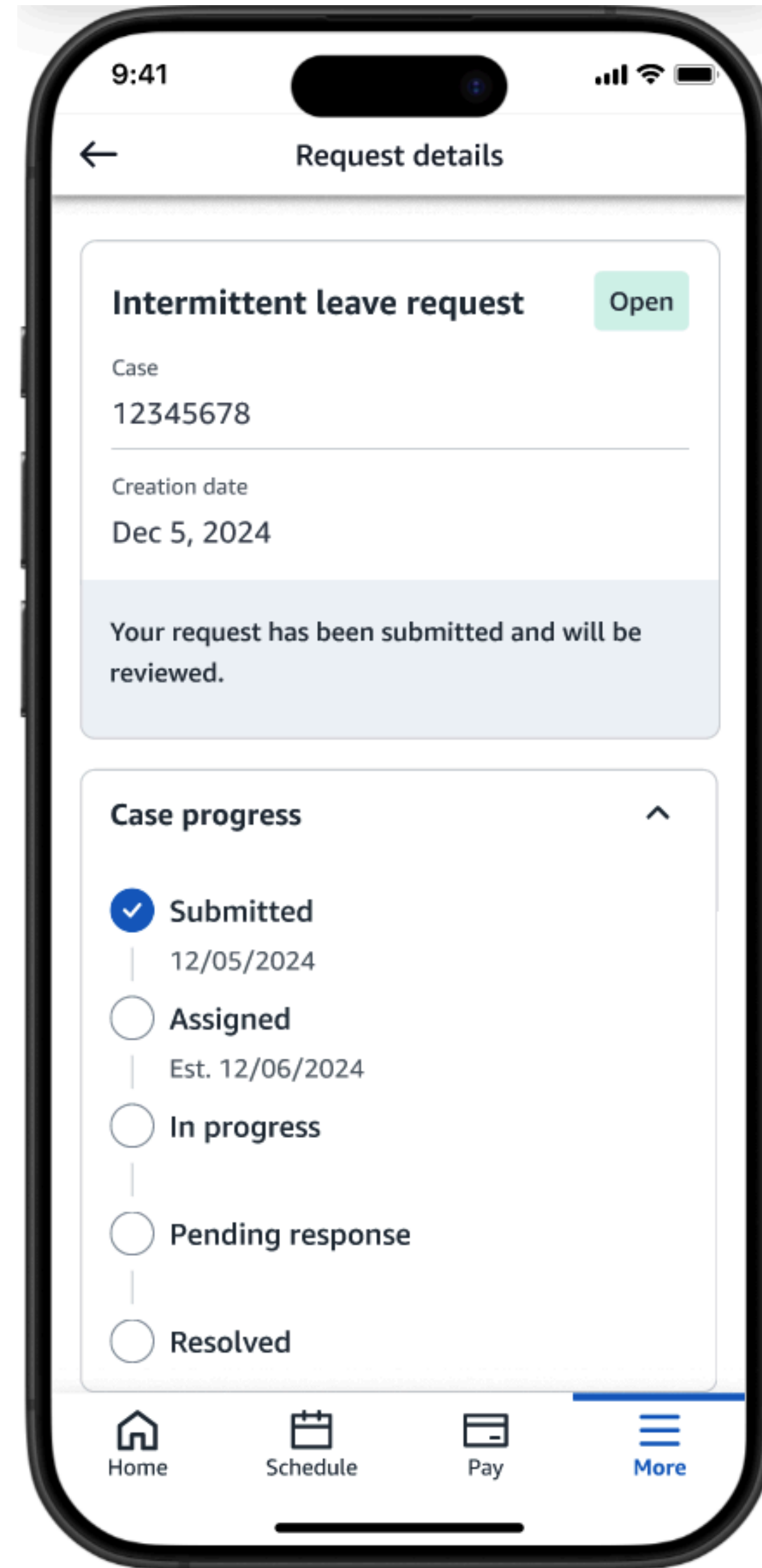
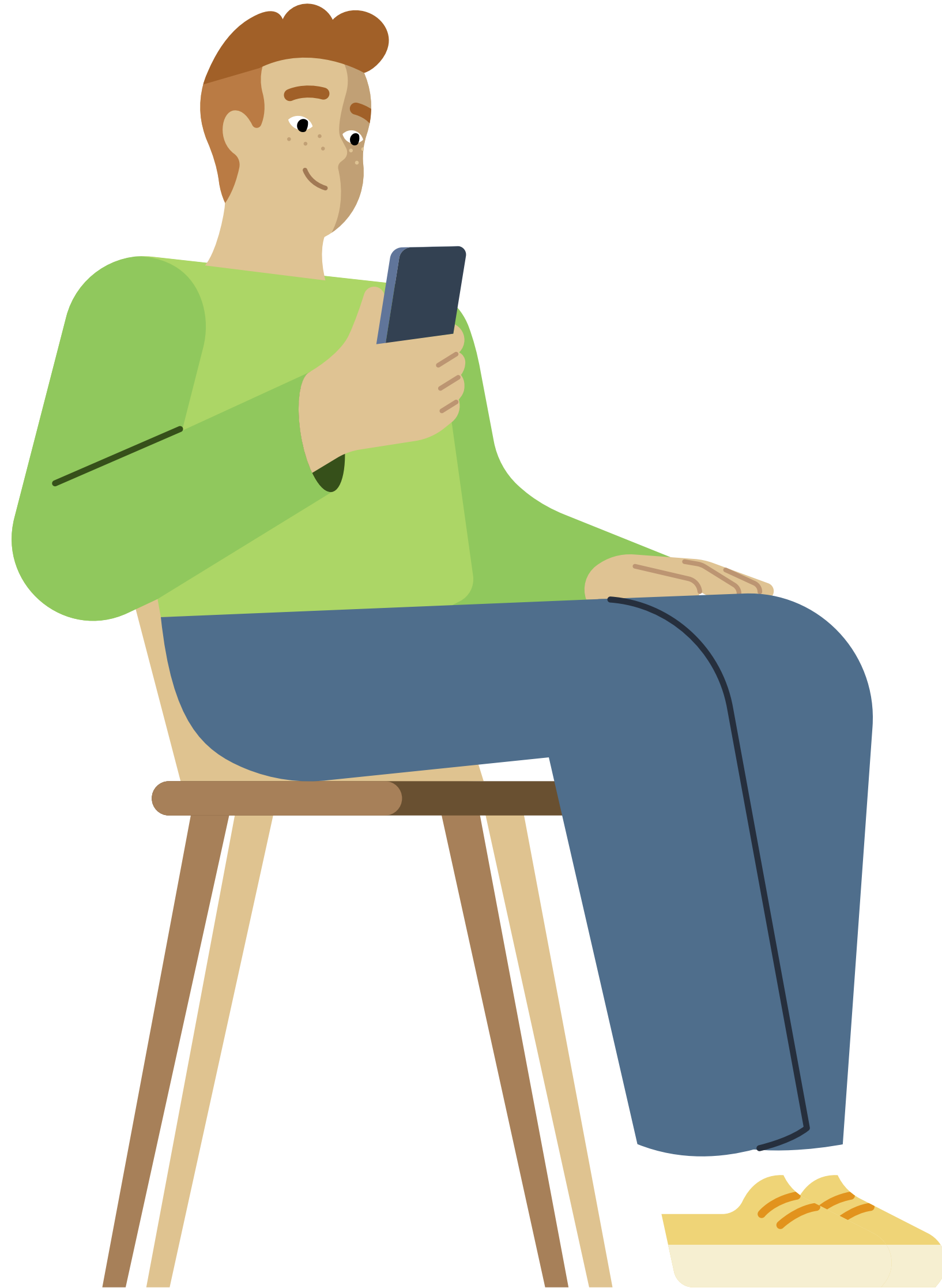
DLS - Communication on case status

Engagement between DLS case managers and employees

Meet John

An FC manager at Amazon, has to undergo a surgery and needs to follow up with frequent medical visitations to get tests done once a week.





Intermittent leave request

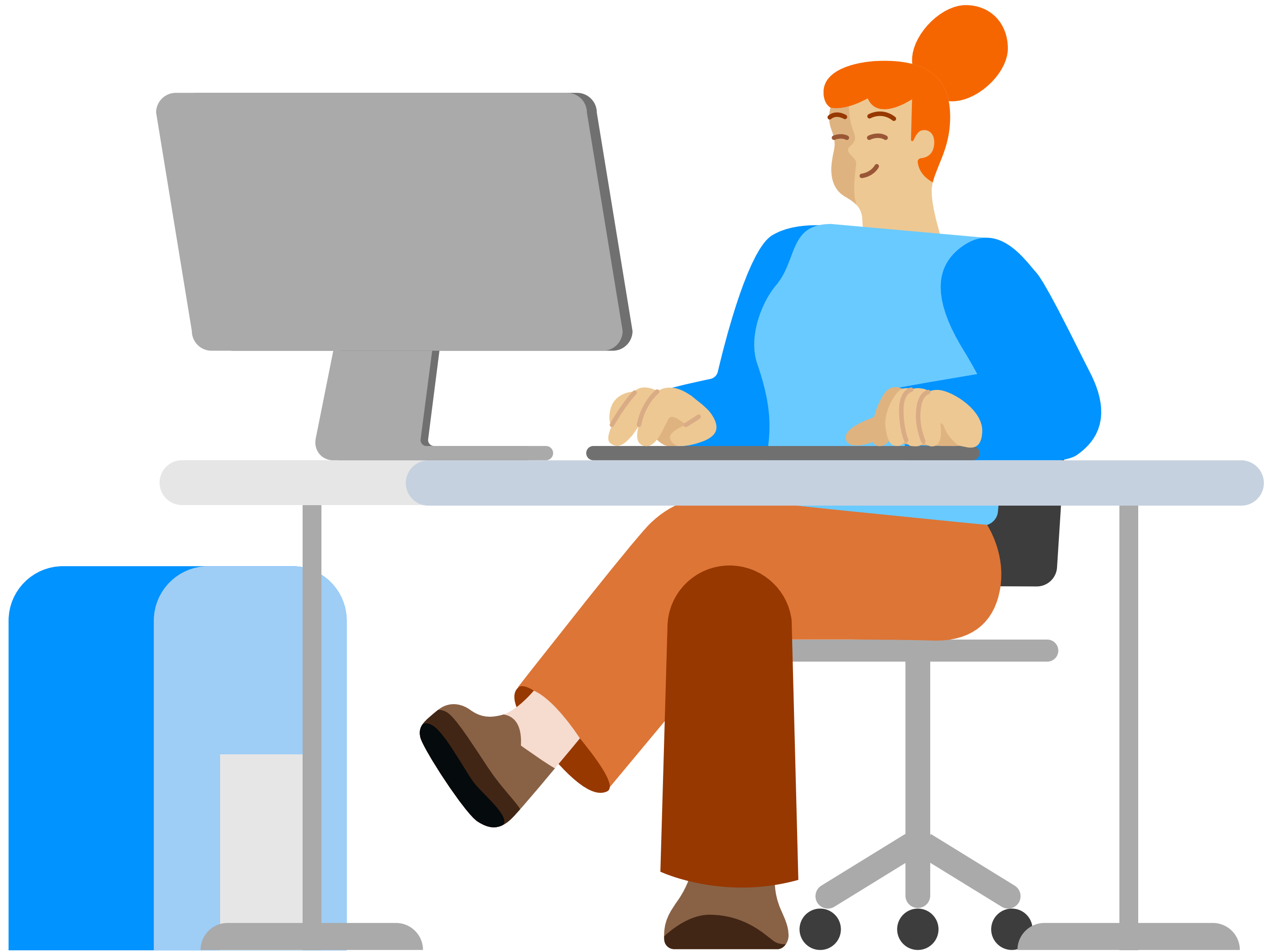
John creates an intermittent leave request using MyHR

Case manager assigned

While John is working through his regular day after creating the My HR case, a case manager gets assigned to review his intermittent leave request

Meet Sally

A DLS case manager at Amazon, who is assigned John's case. She reviews it and wants to let John know that the case is being reviewed.



Communication on case status

Sally sends out a communication on the intermittent case and John gets notified of the case status

Communication on case status

These are the different channels of communications that currently exist today which we can leverage with no additional effort

First

John gets an email that his case is being reviewed

Second

John gets a text message that his case is being reviewed

Third

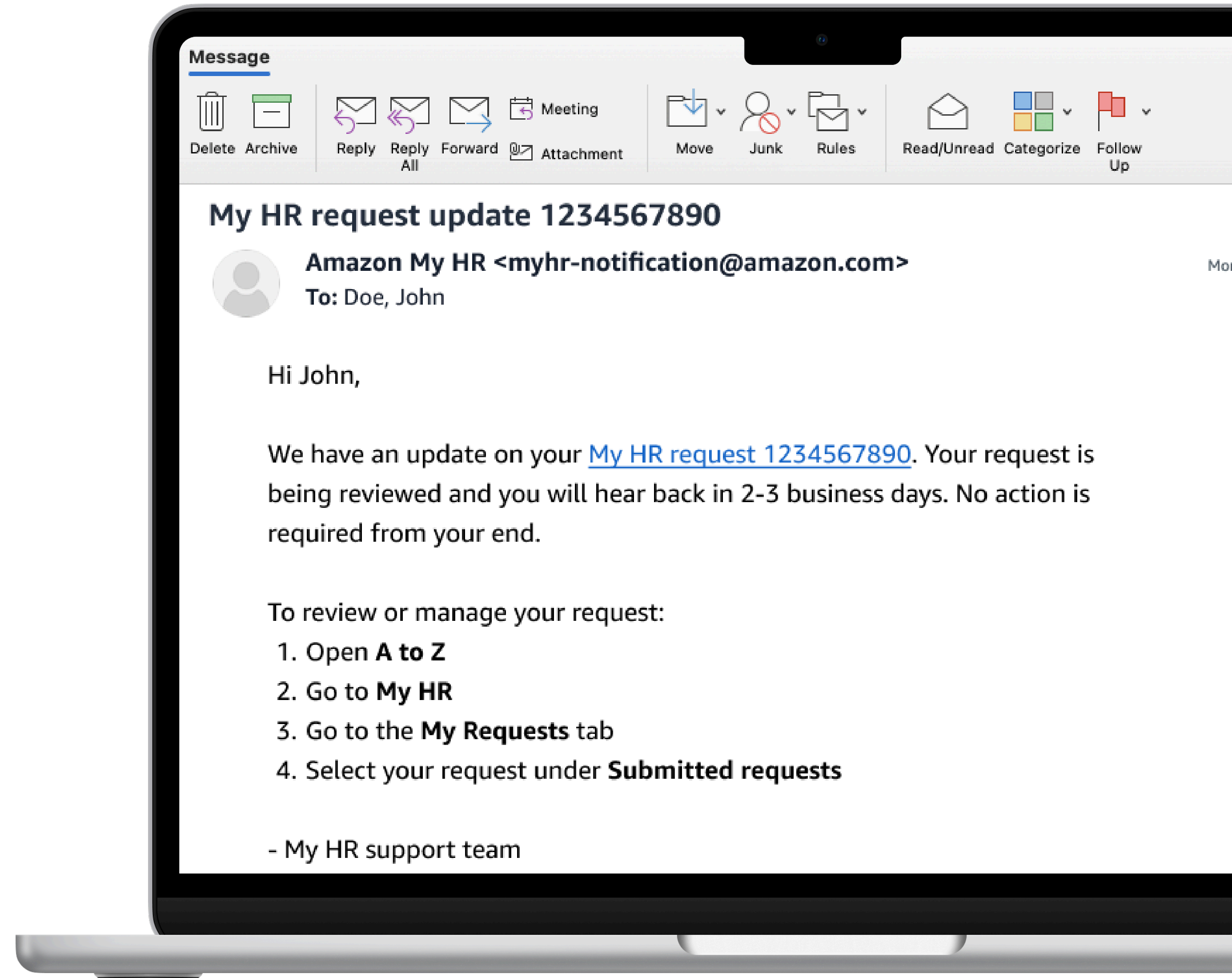
John gets notified on his phone through an A to Z app push notification

Fourth

John finds an updated status or an information tile on the A to Z homepage

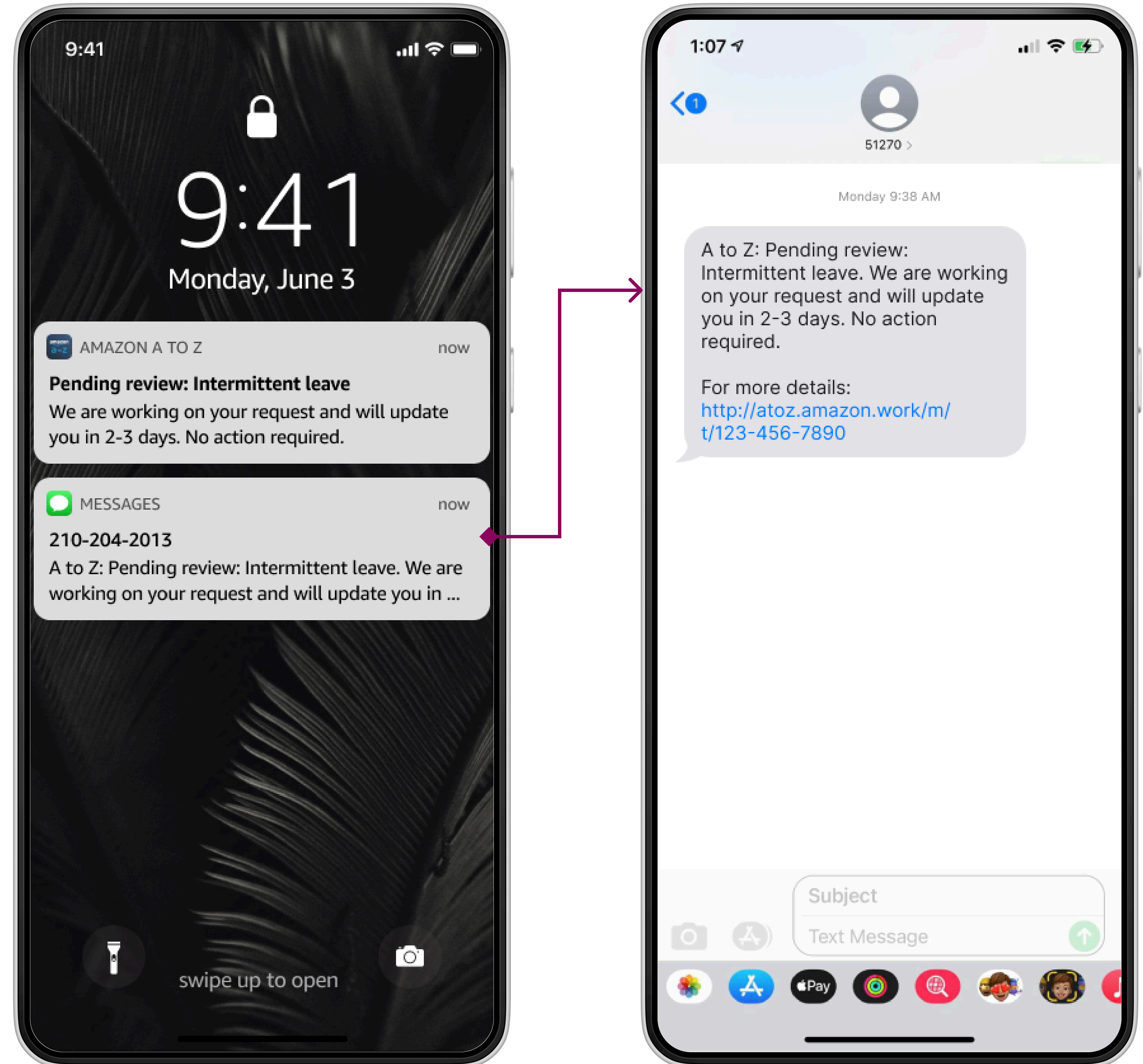
Email notification

John gets an email that his case is being reviewed



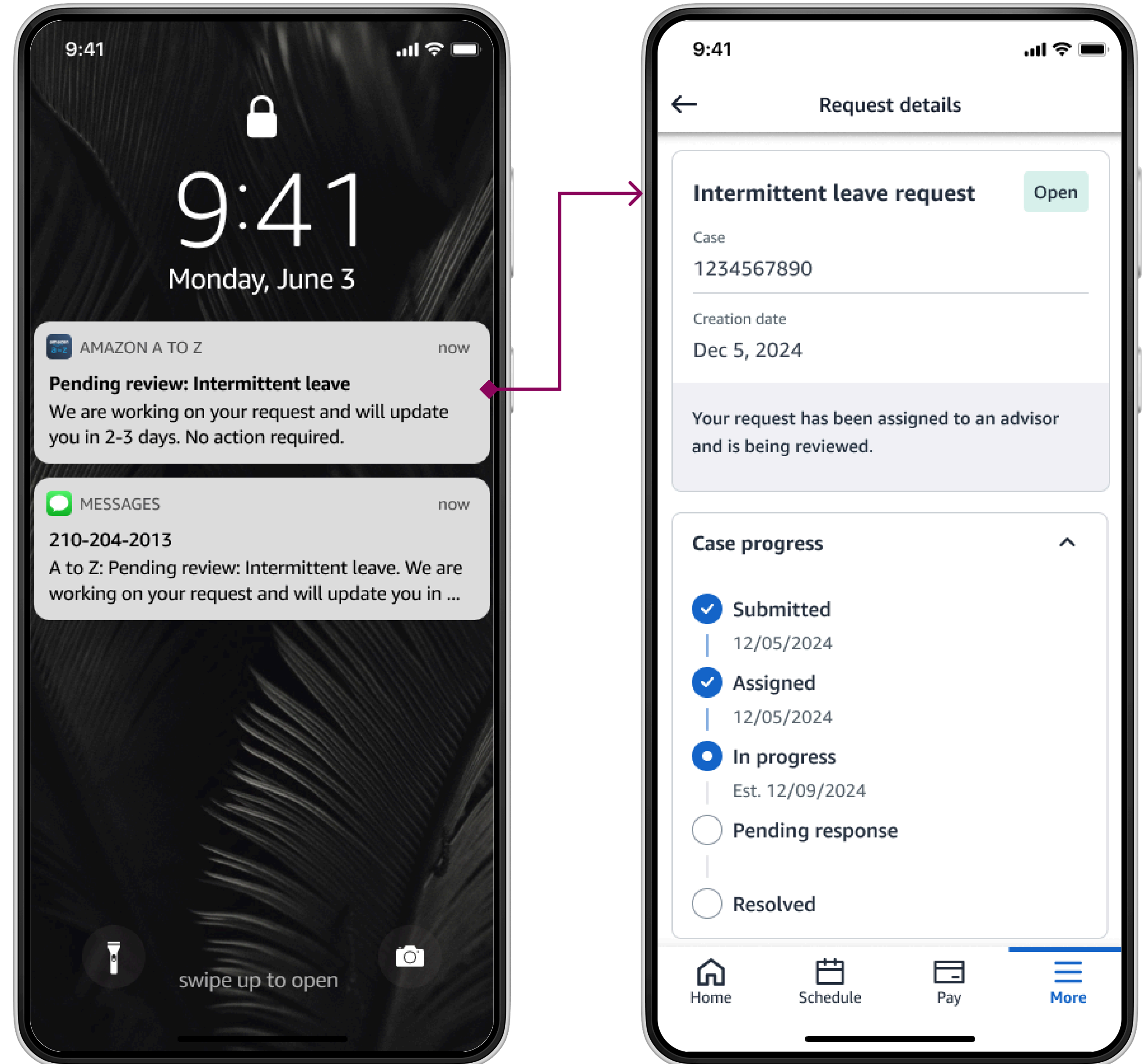
Mobile notifications

John gets a **phone message** that his case is being reviewed



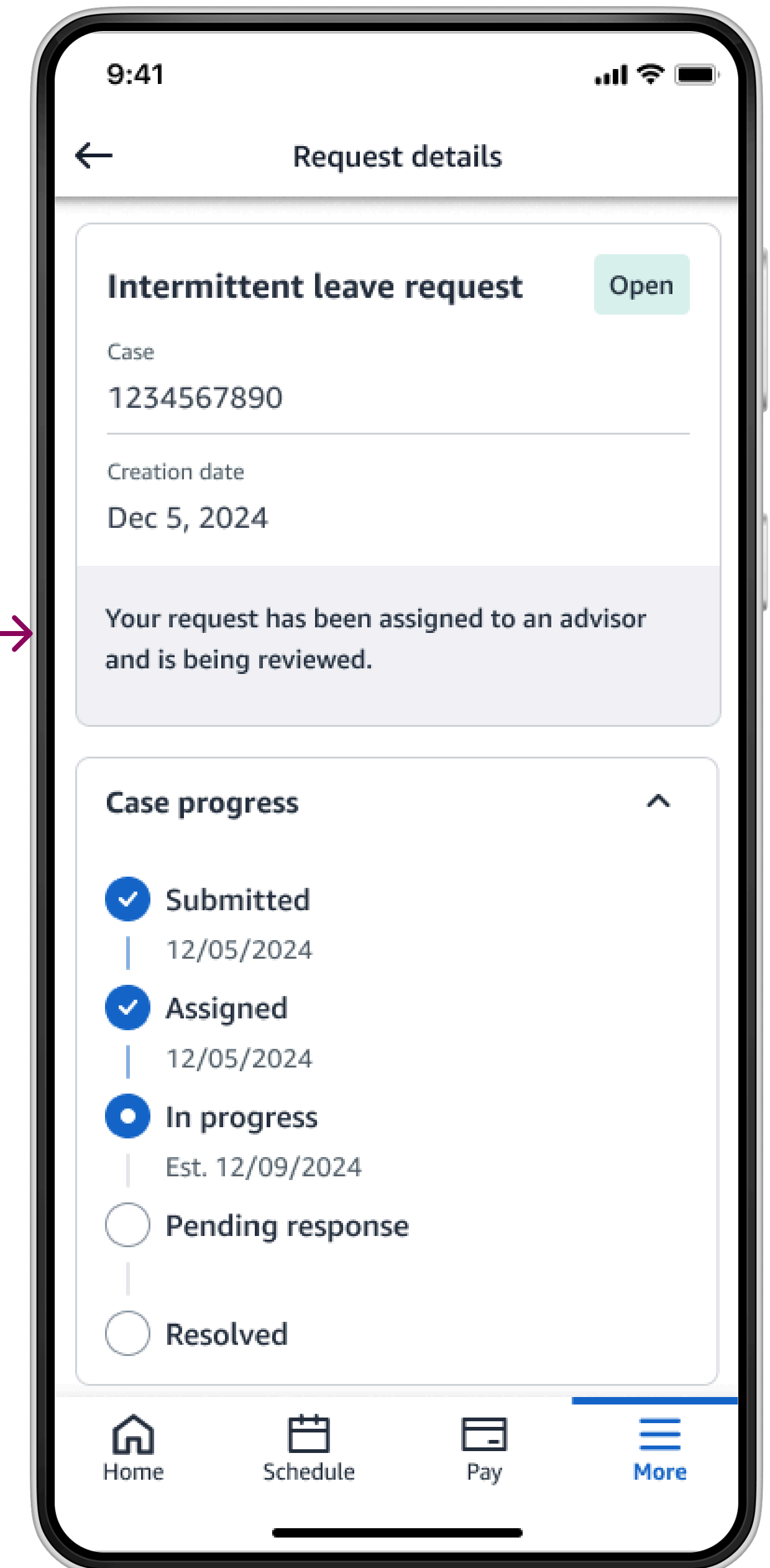
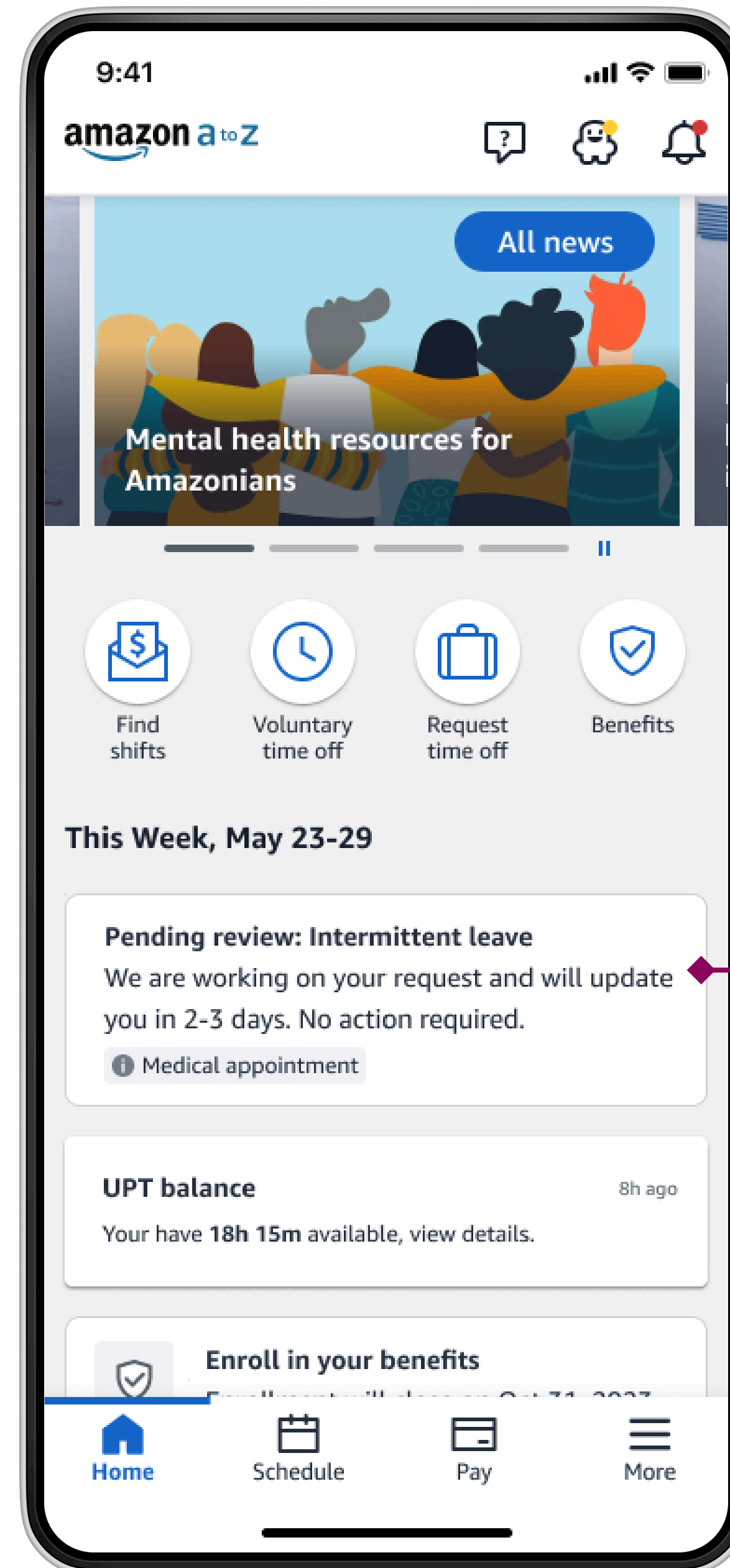
Mobile notifications

John gets an **A to Z app push notification** that his case is being reviewed



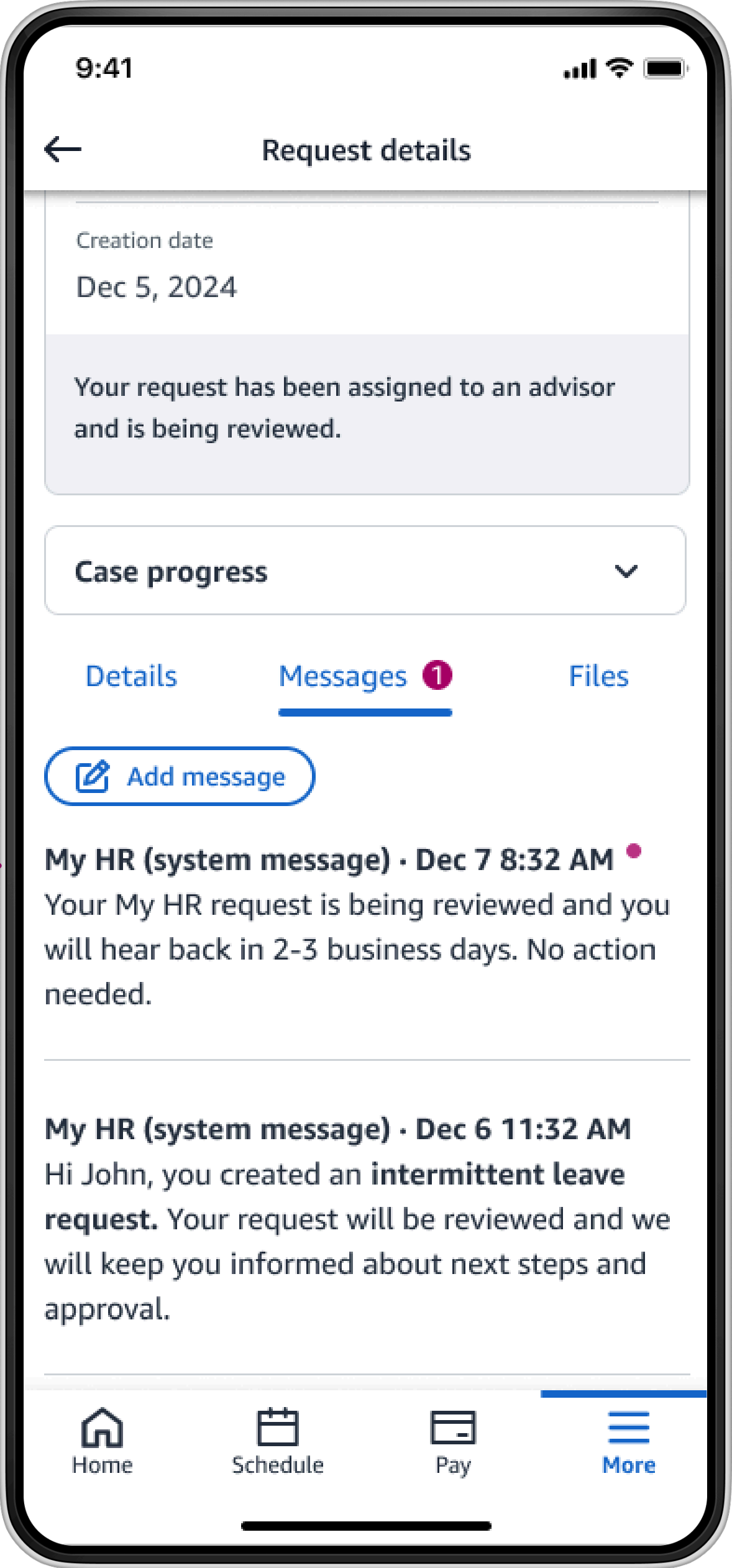
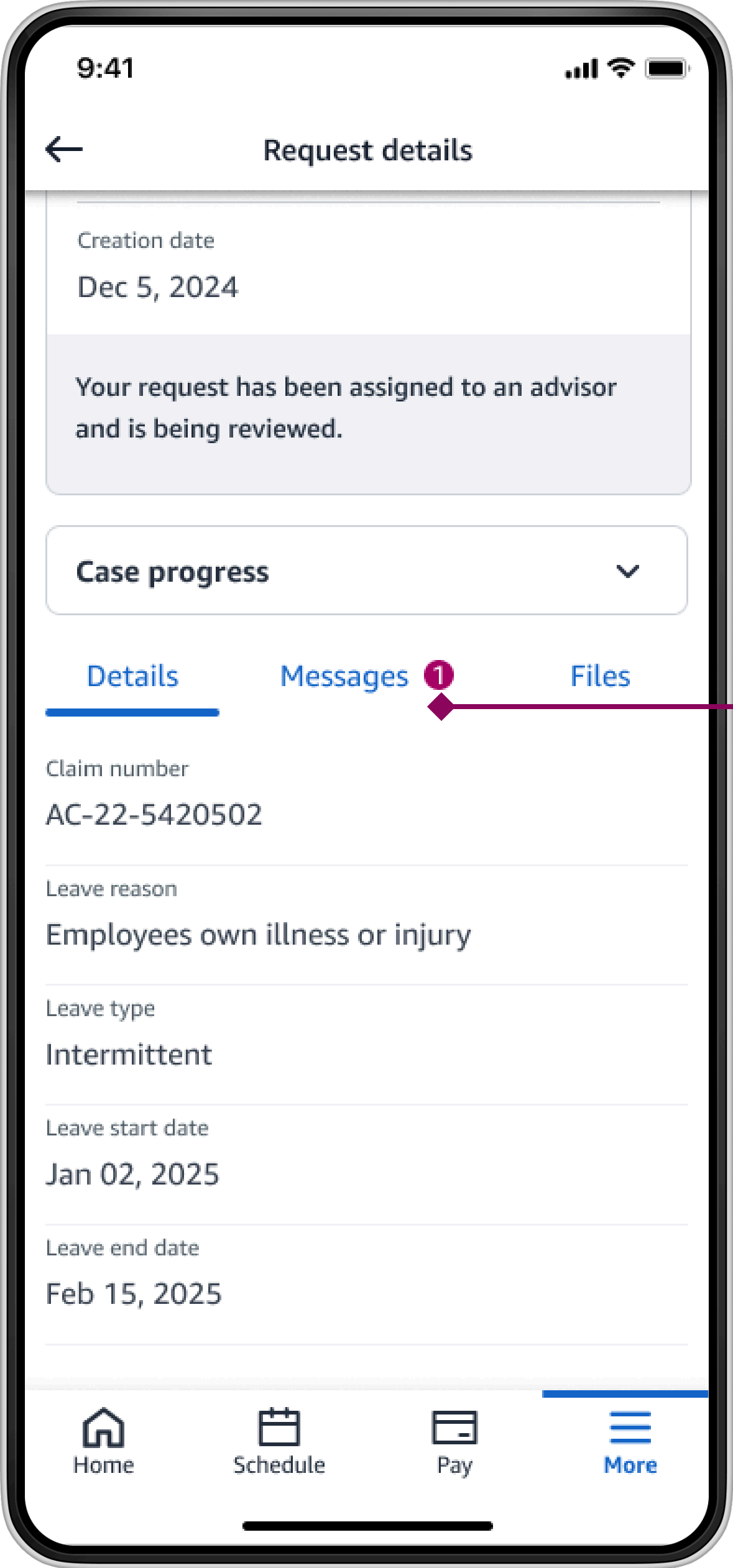
Request details status

John can find the status of the case that it is being reviewed on the **request details page**



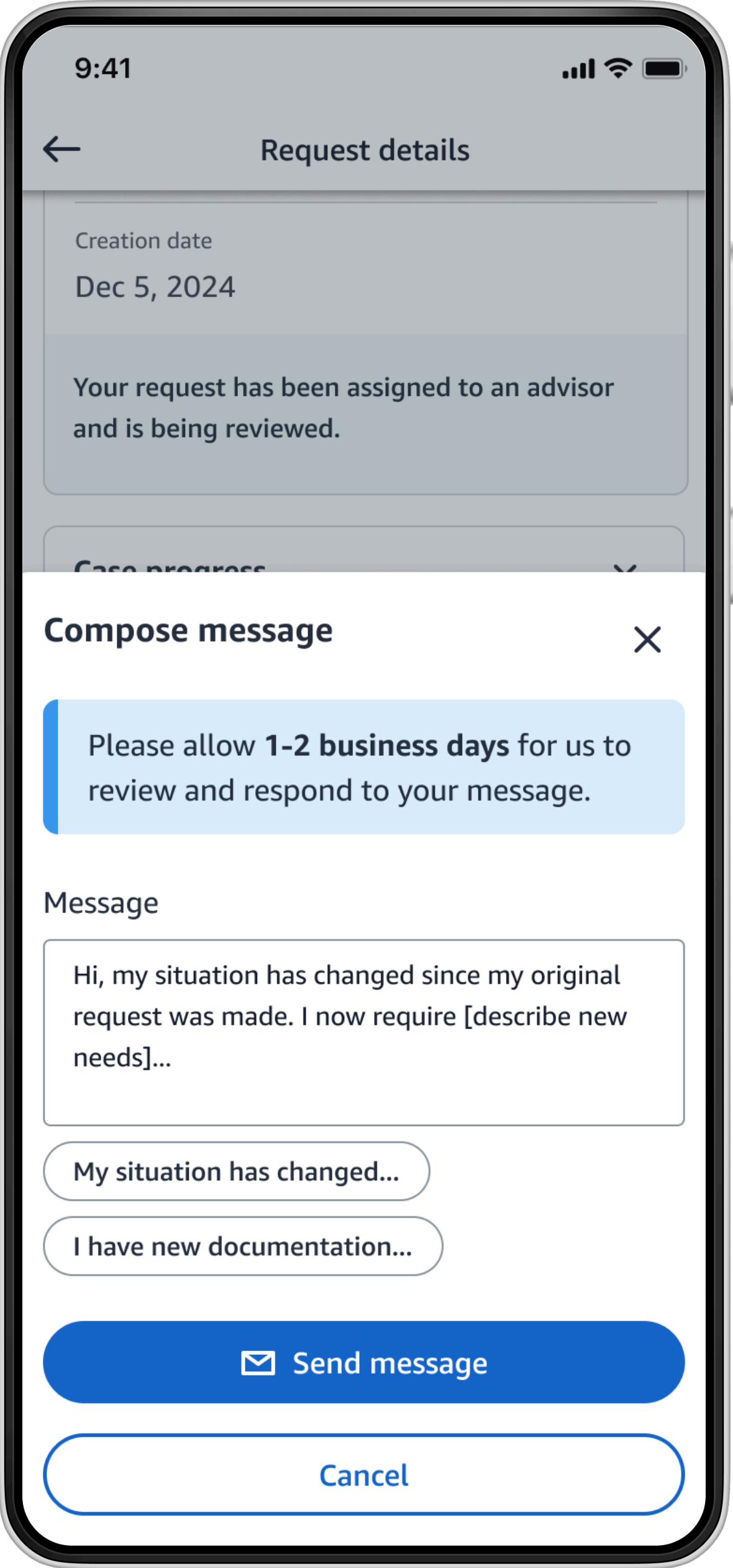
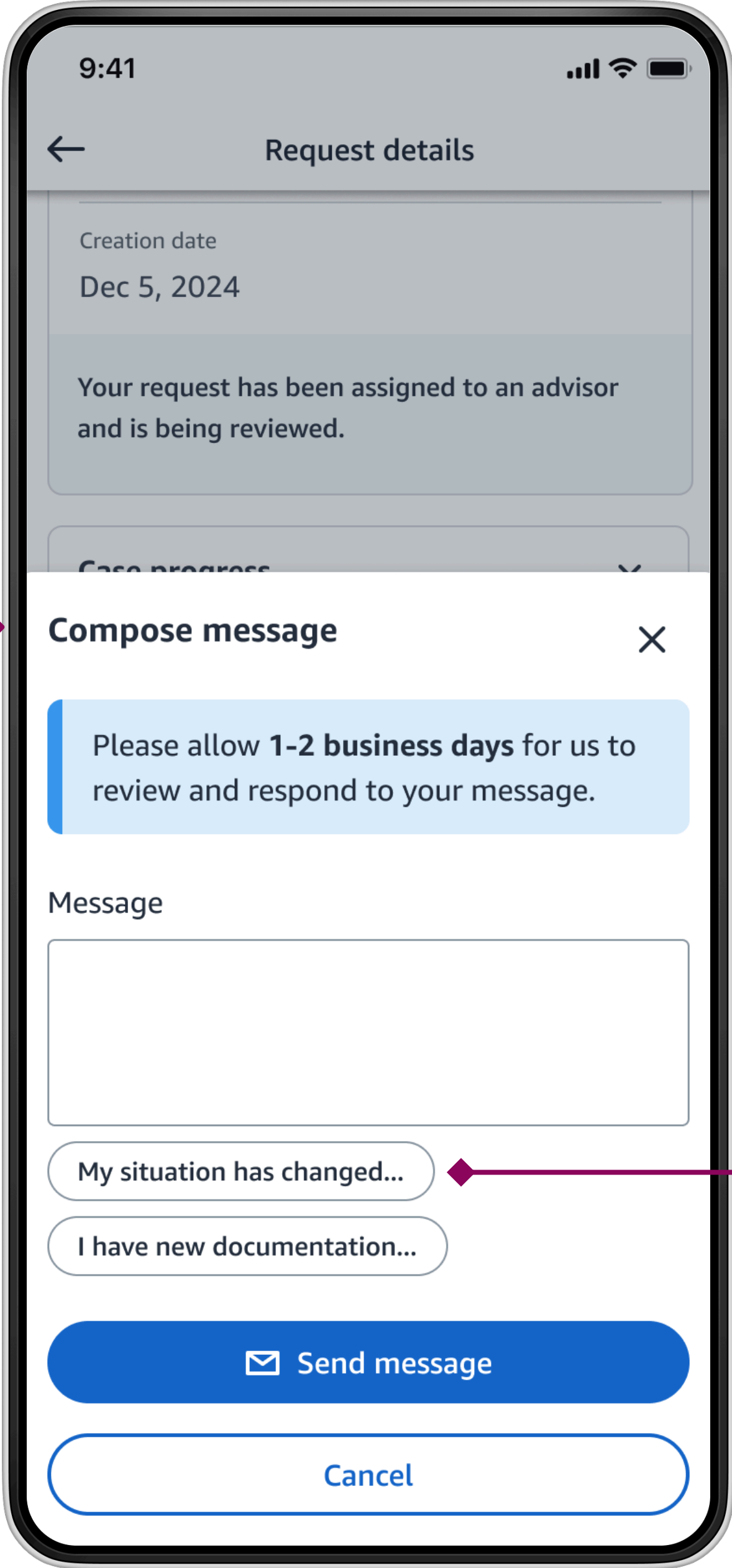
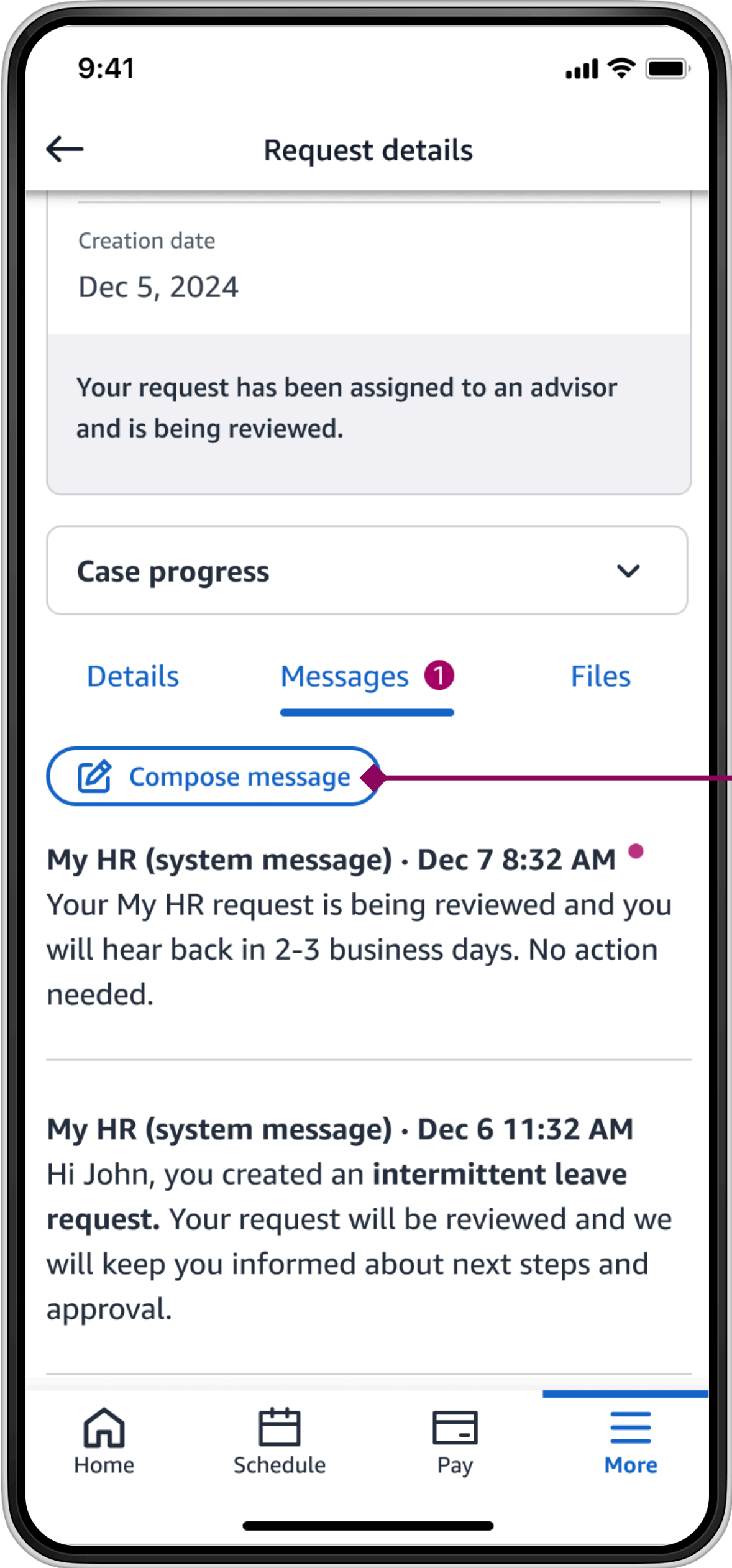
Messages in Request details

John is sent periodic communication on case status or other advisor messages which can be found under messages within request details page.



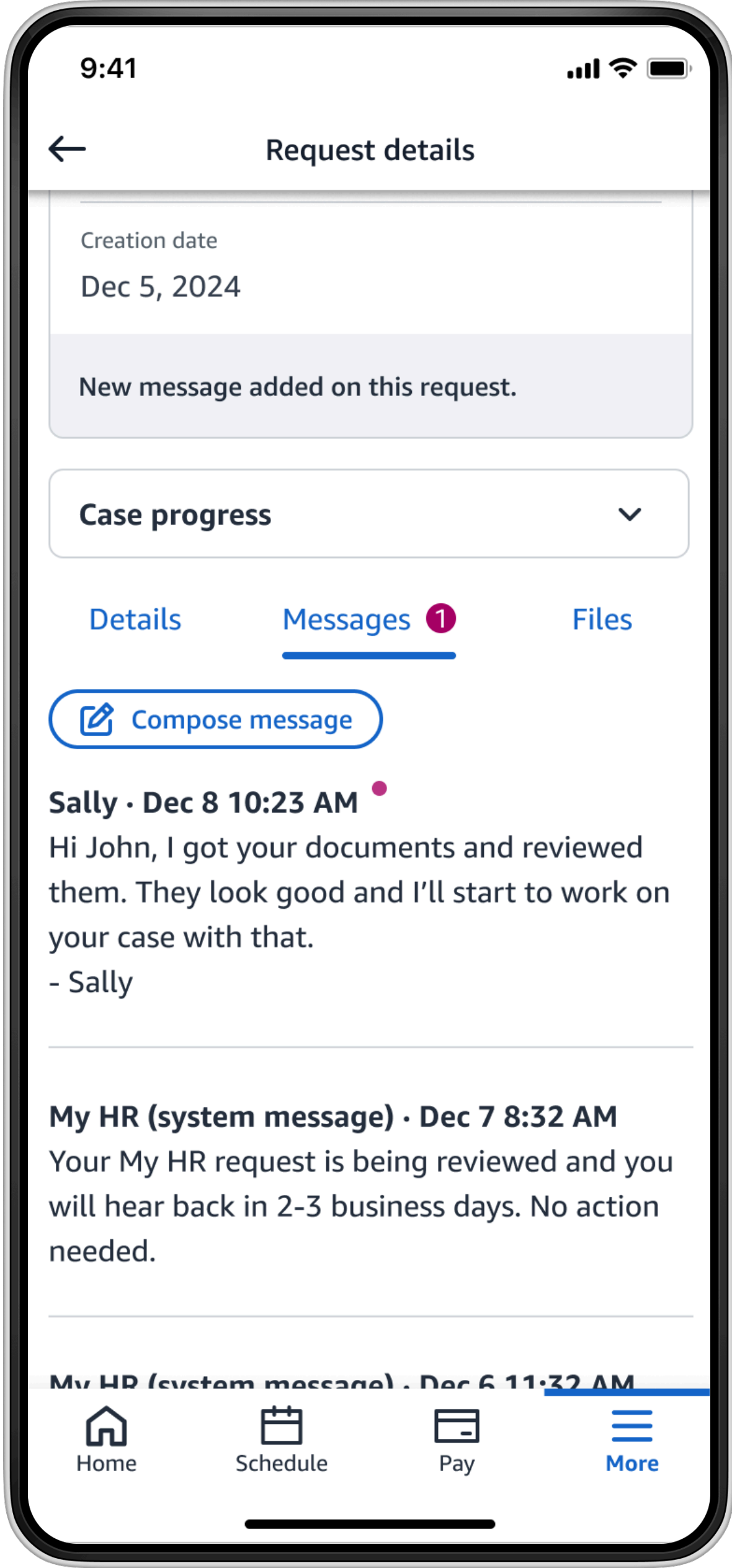
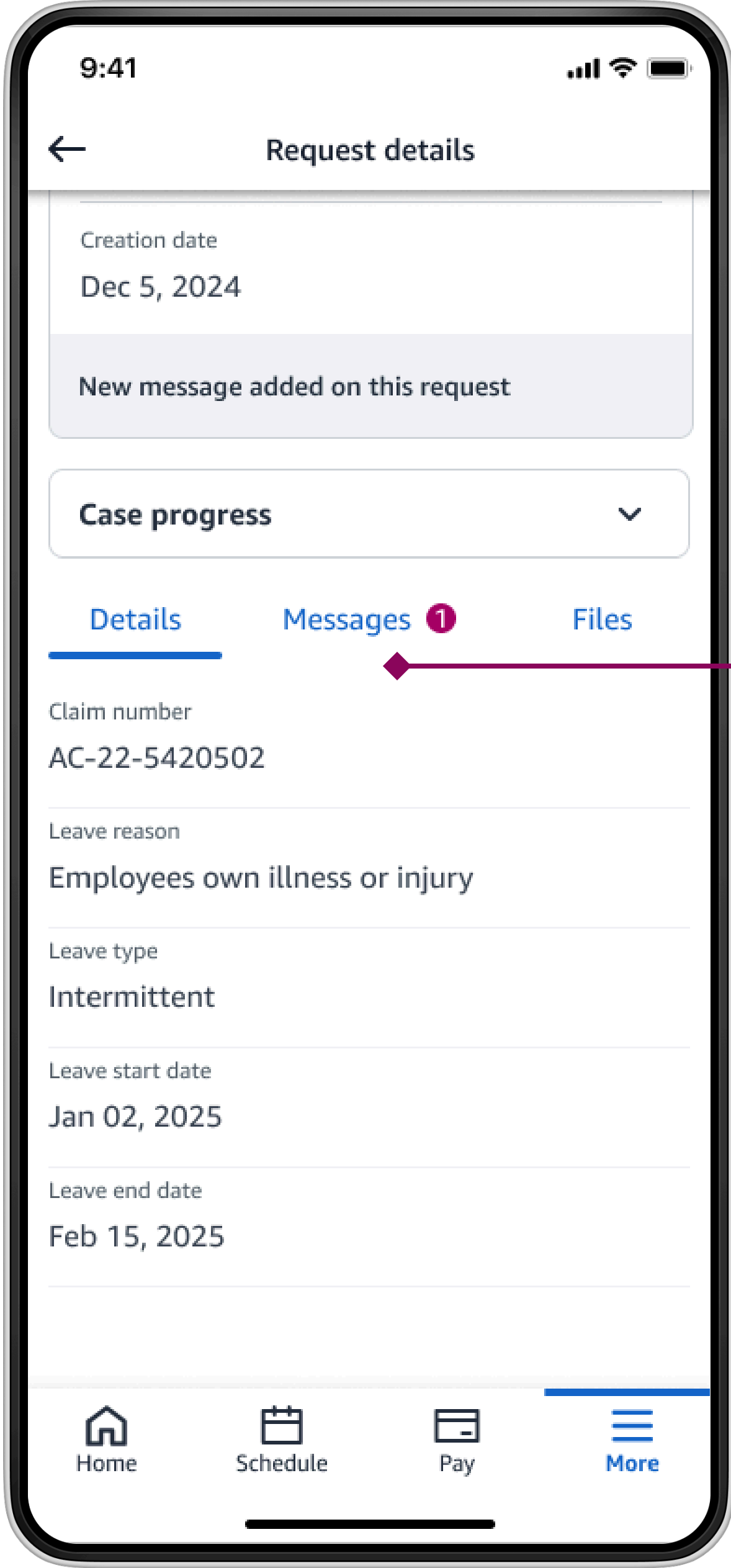
Adding a message

John can send asynchronous messages and is informed that there may be delays if the message is not of importance.



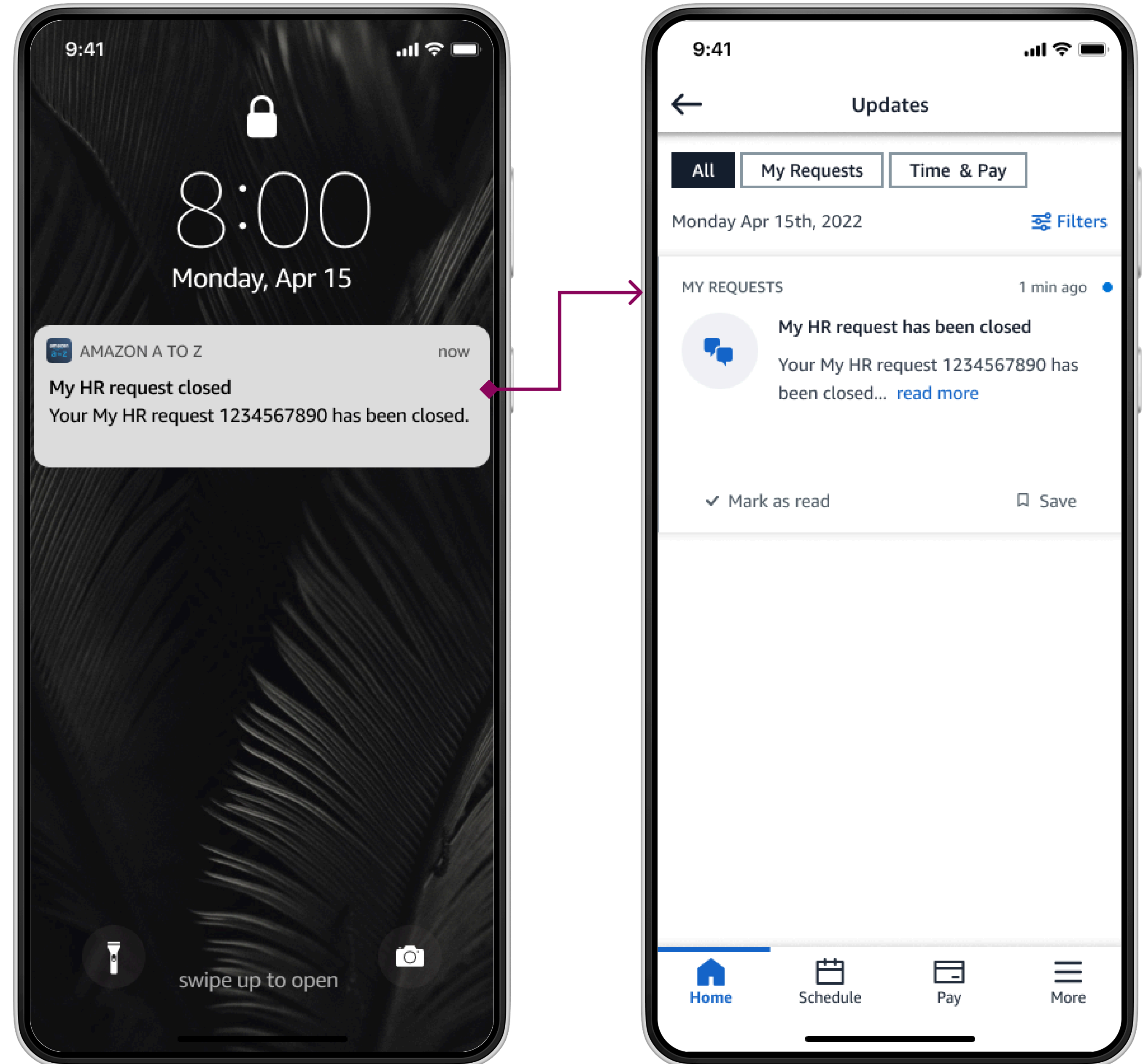
Receiving a message

John sees a new message from his case manager.



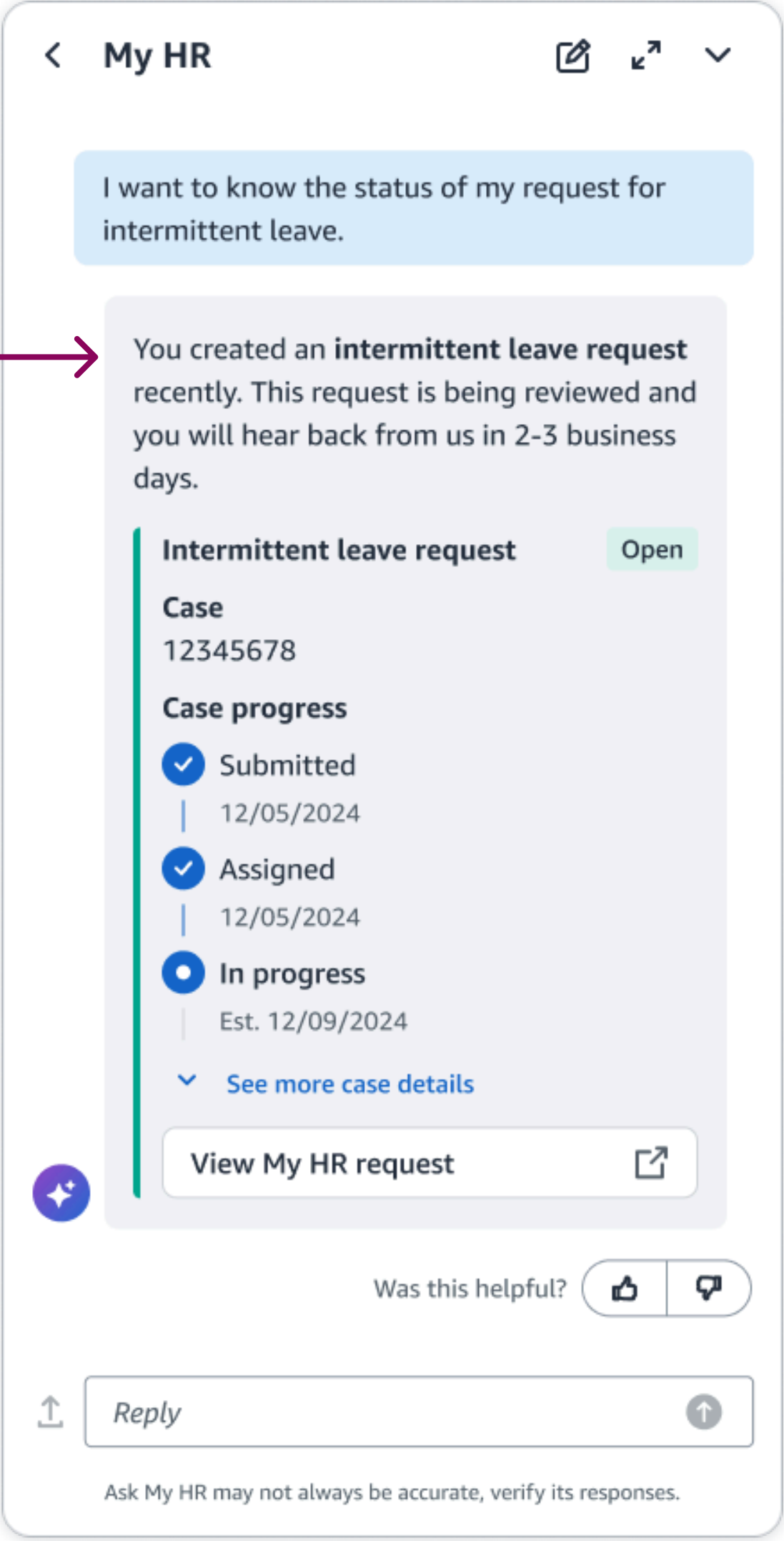
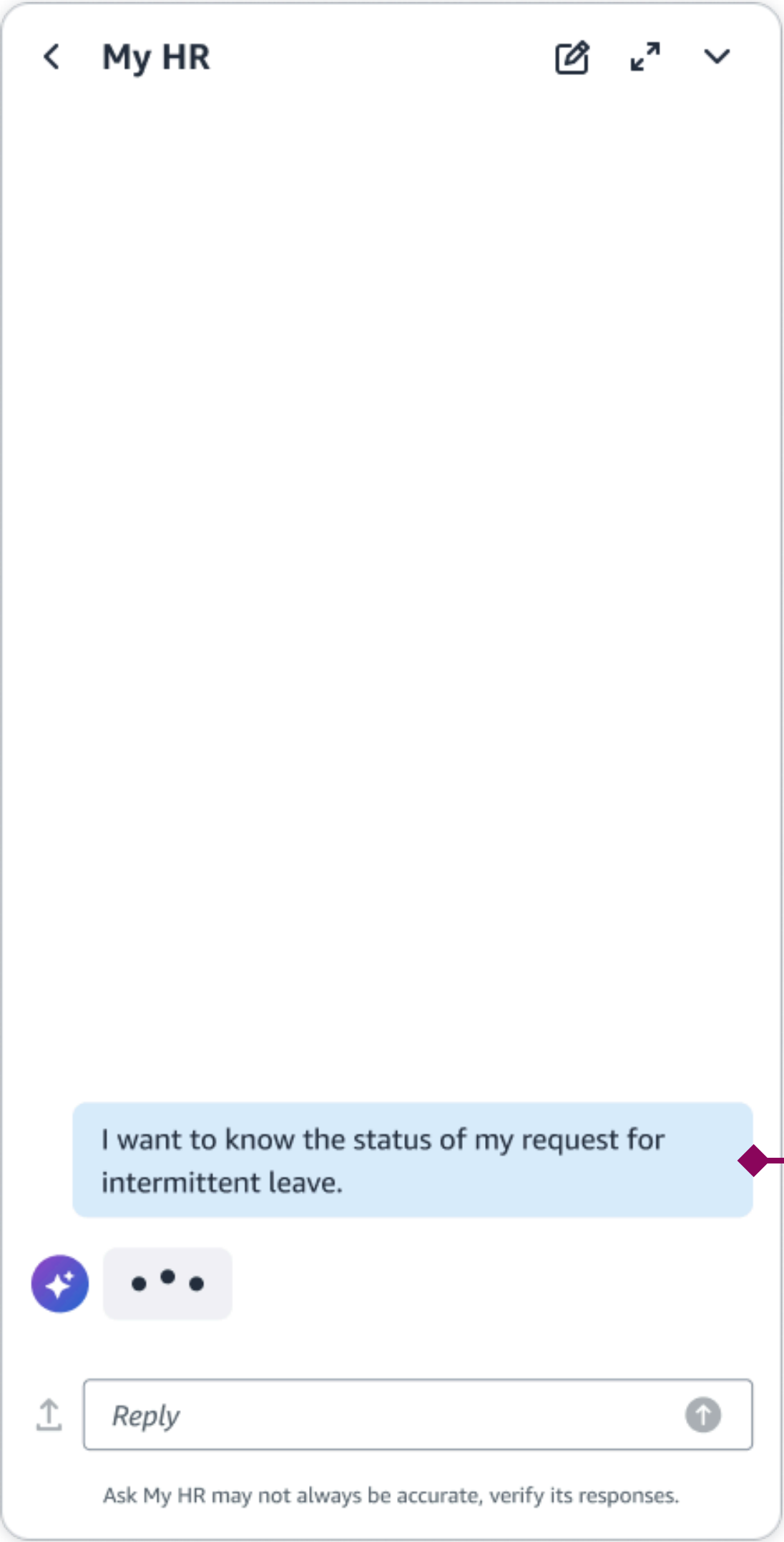
Notification in A to Z updates

John is notified with important case status updates in A to Z updates .

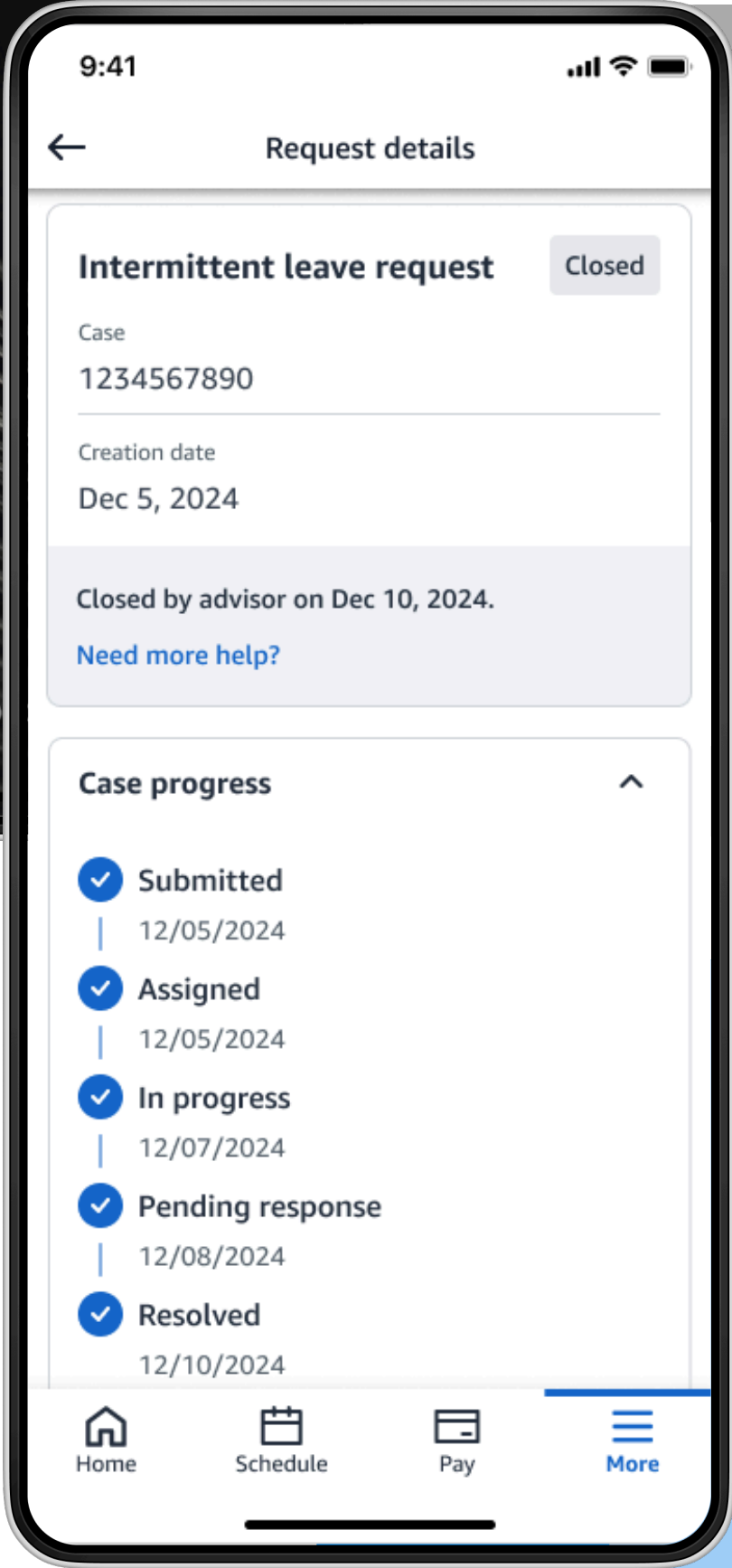
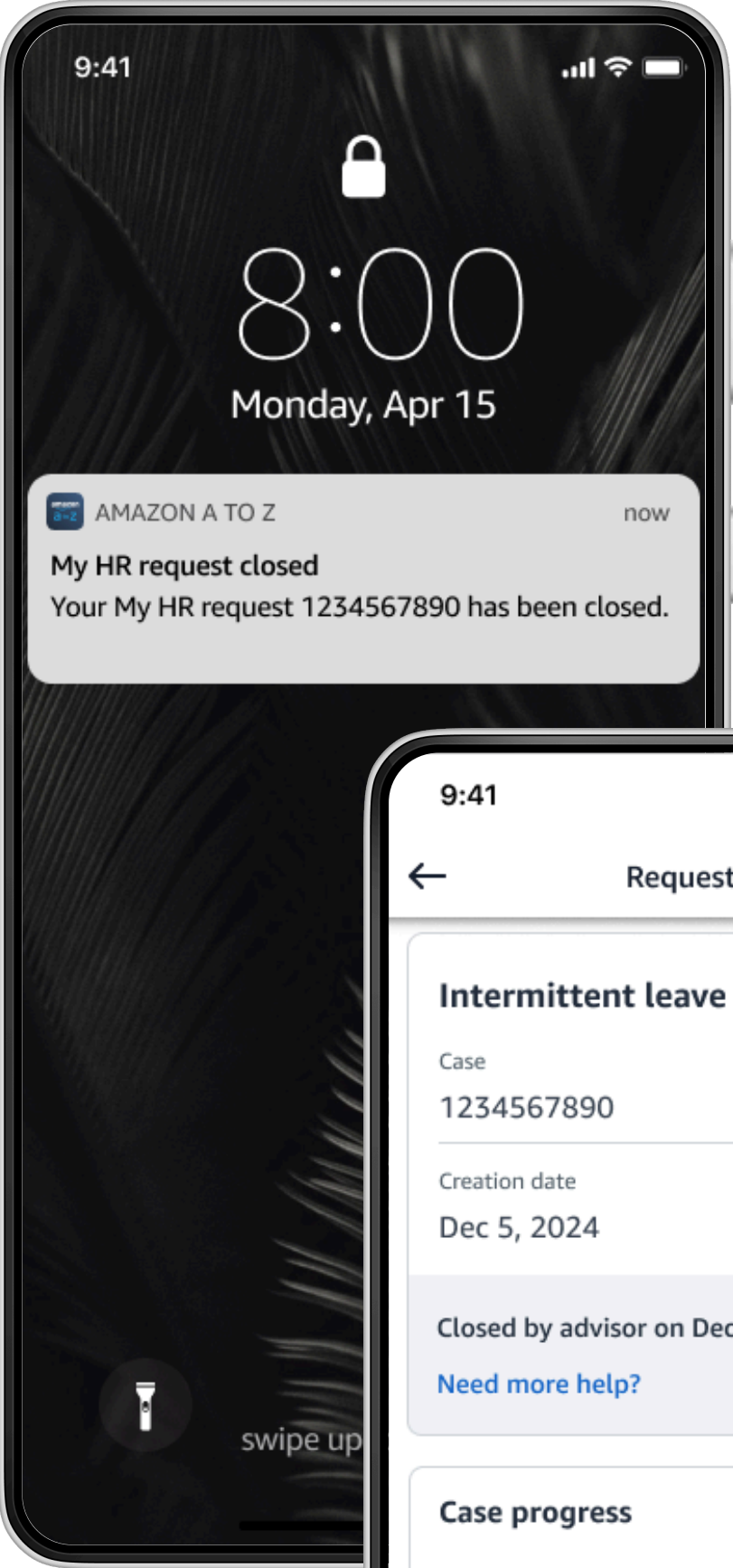


A to Z Assistant

John can also ask A to Z assistant or Ask My HR for current status about his request.



My request is now resolved! This was such a seamless experience and I was informed along the way
-John



The request is now resolved! Hope John had a good experience through this process
-Sally



Thank you!

Questions or comments?

@manuxer