

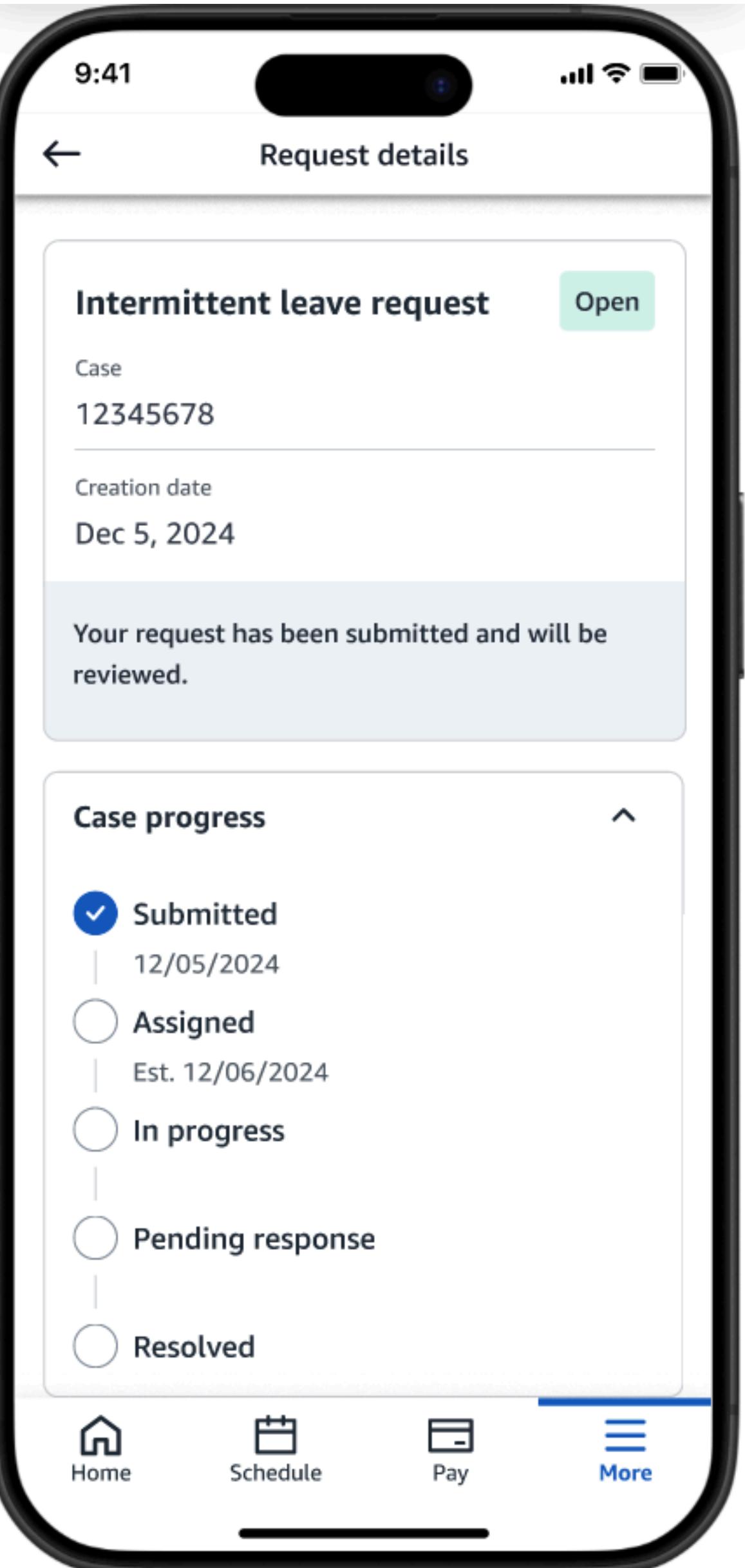
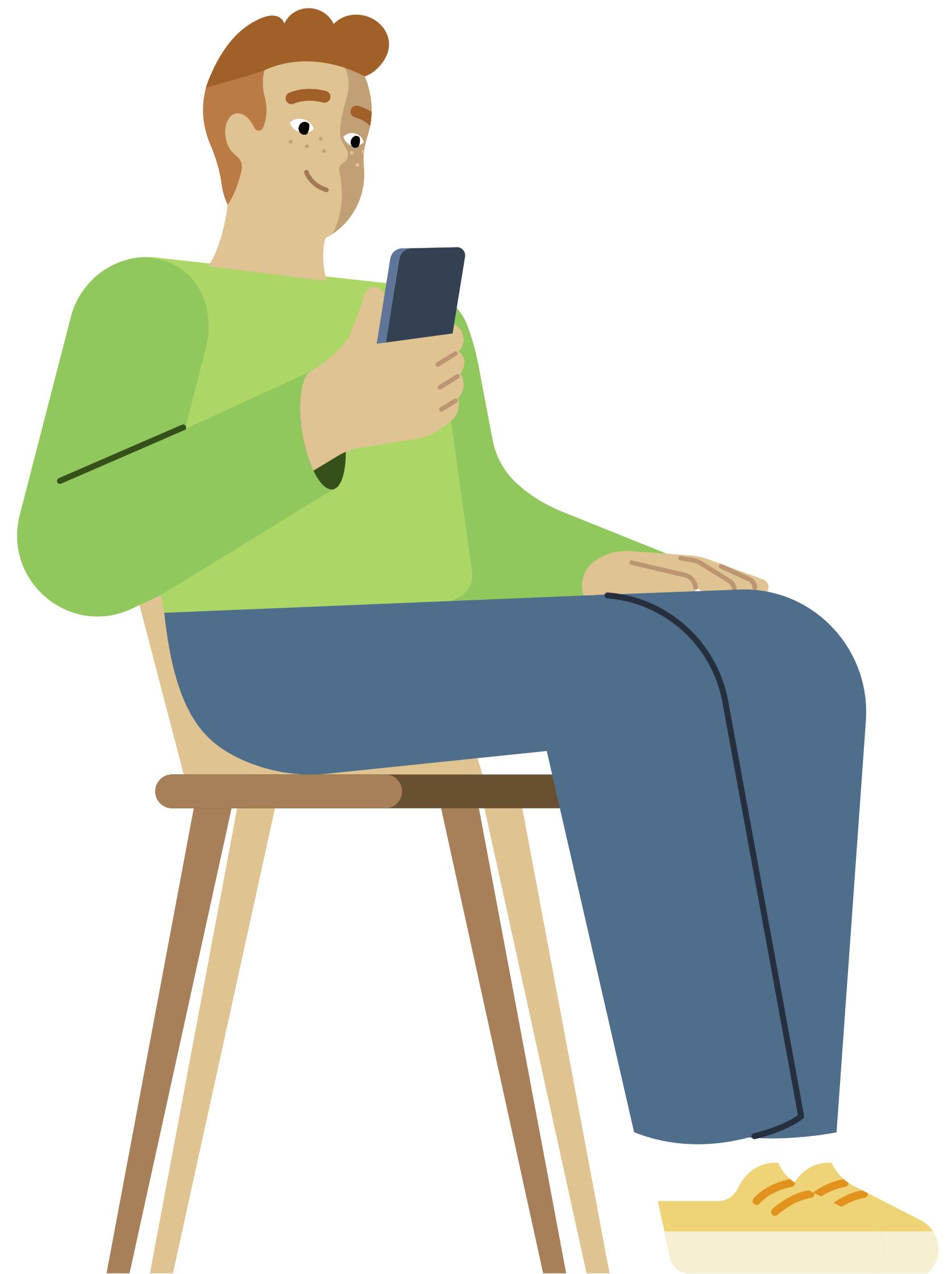
# **DLS - Communication on case status**

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

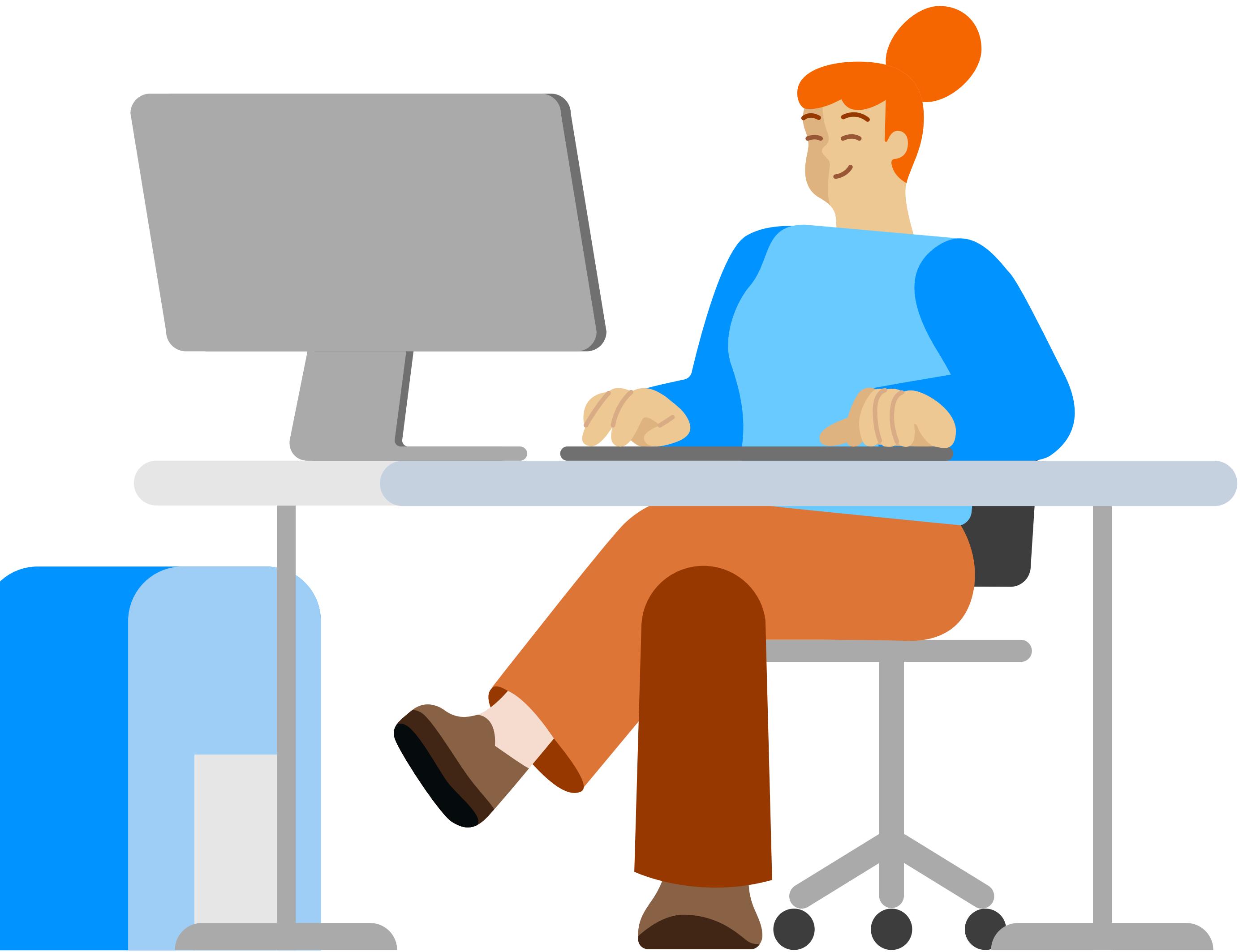
John creates an intermittent leave request using MyHR

## **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**

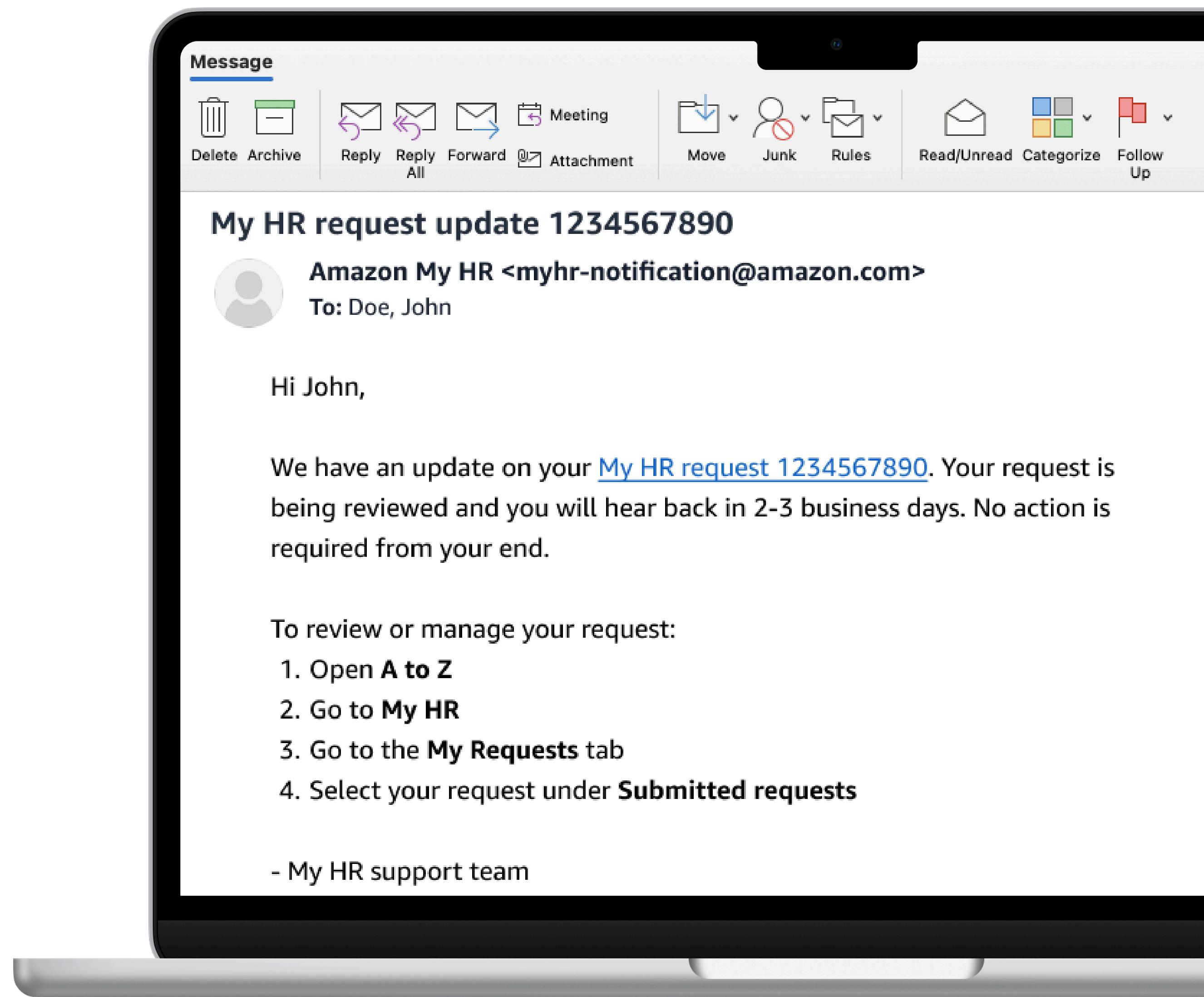
John gets notified on his phone through an A to Z app push notification

### **Fourth**

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

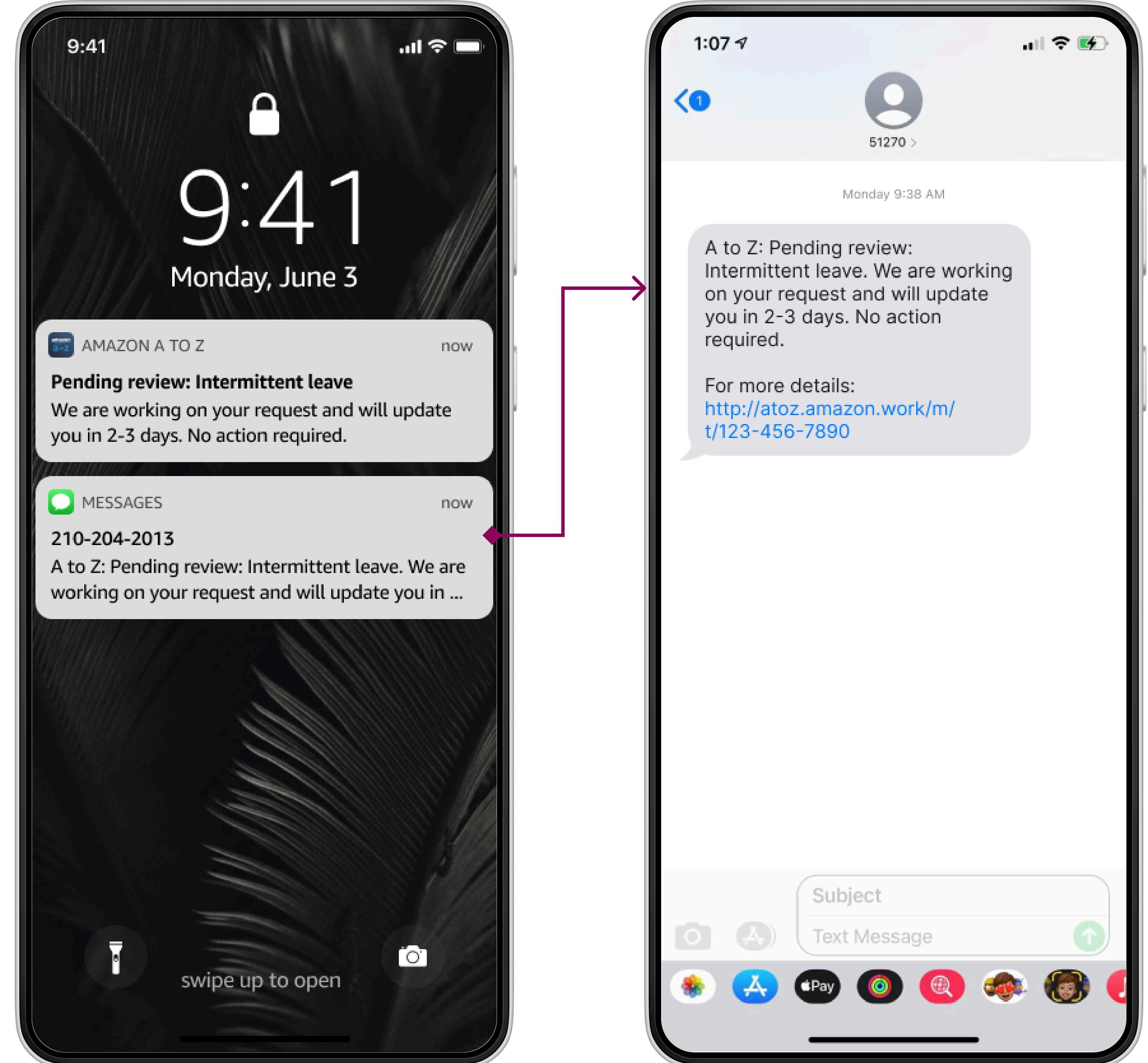
## Email notification

John gets an email that his case is being reviewed



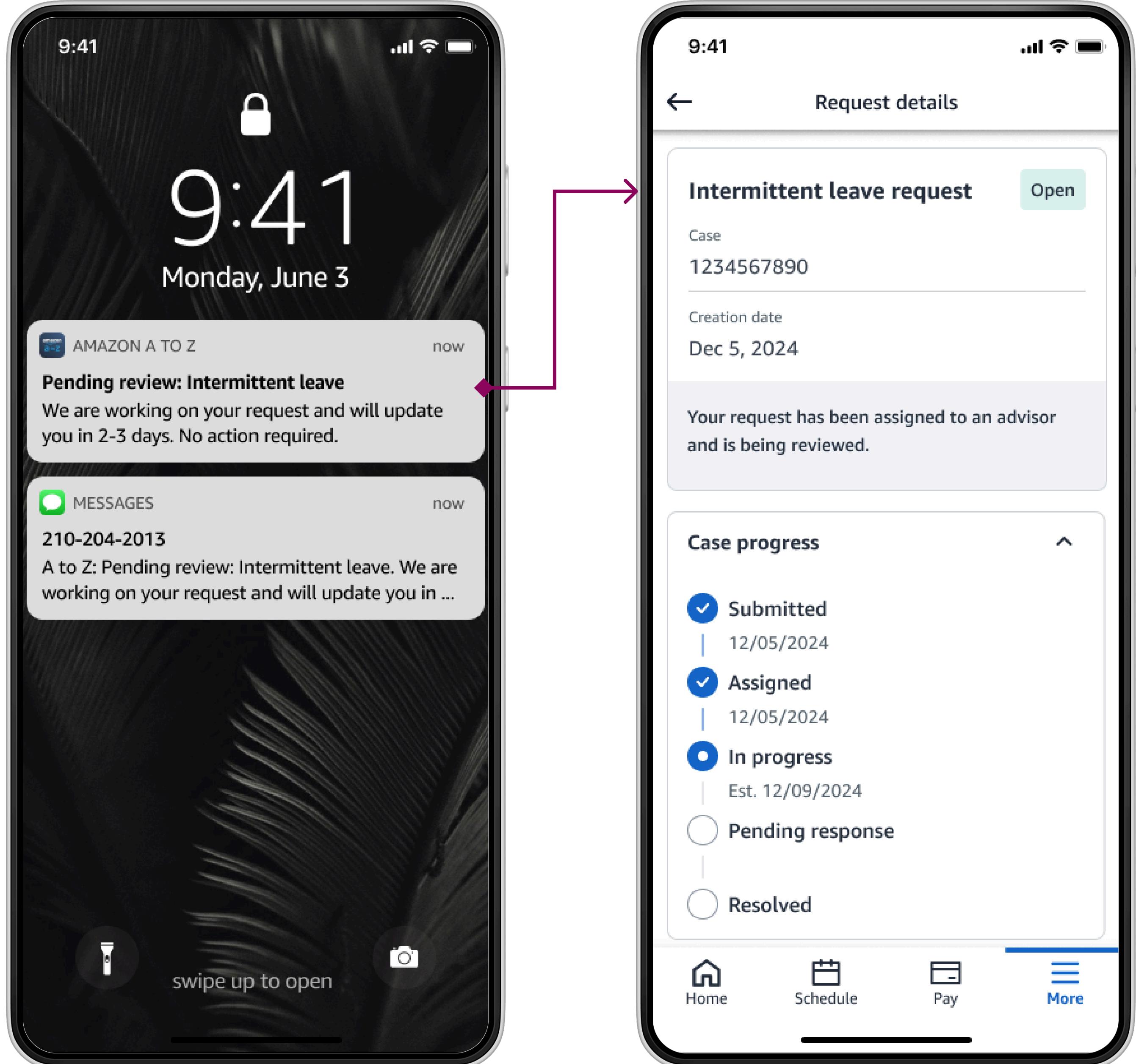
# Mobile notifications

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



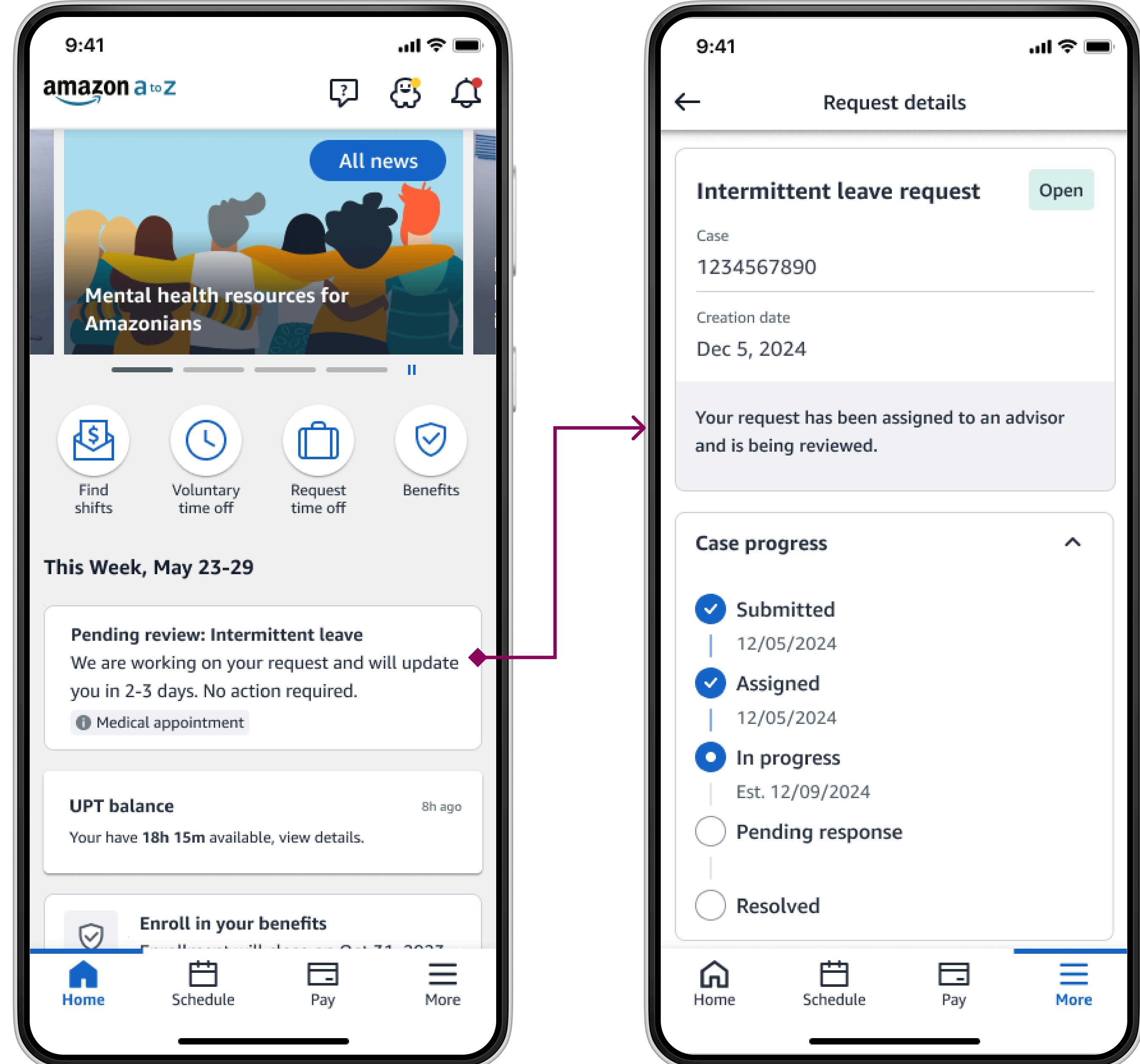
# Mobile notifications

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



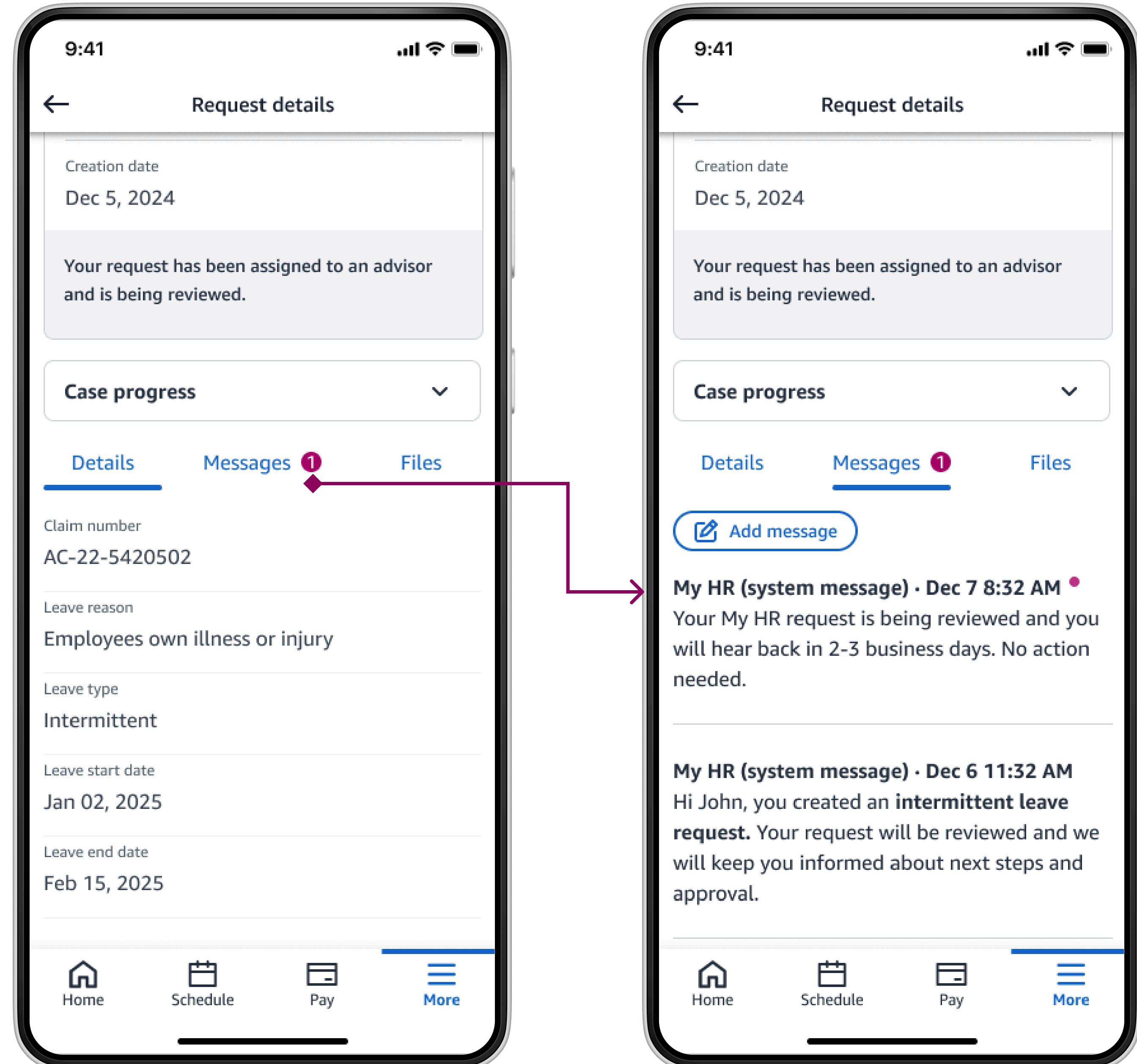
# Request details status

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



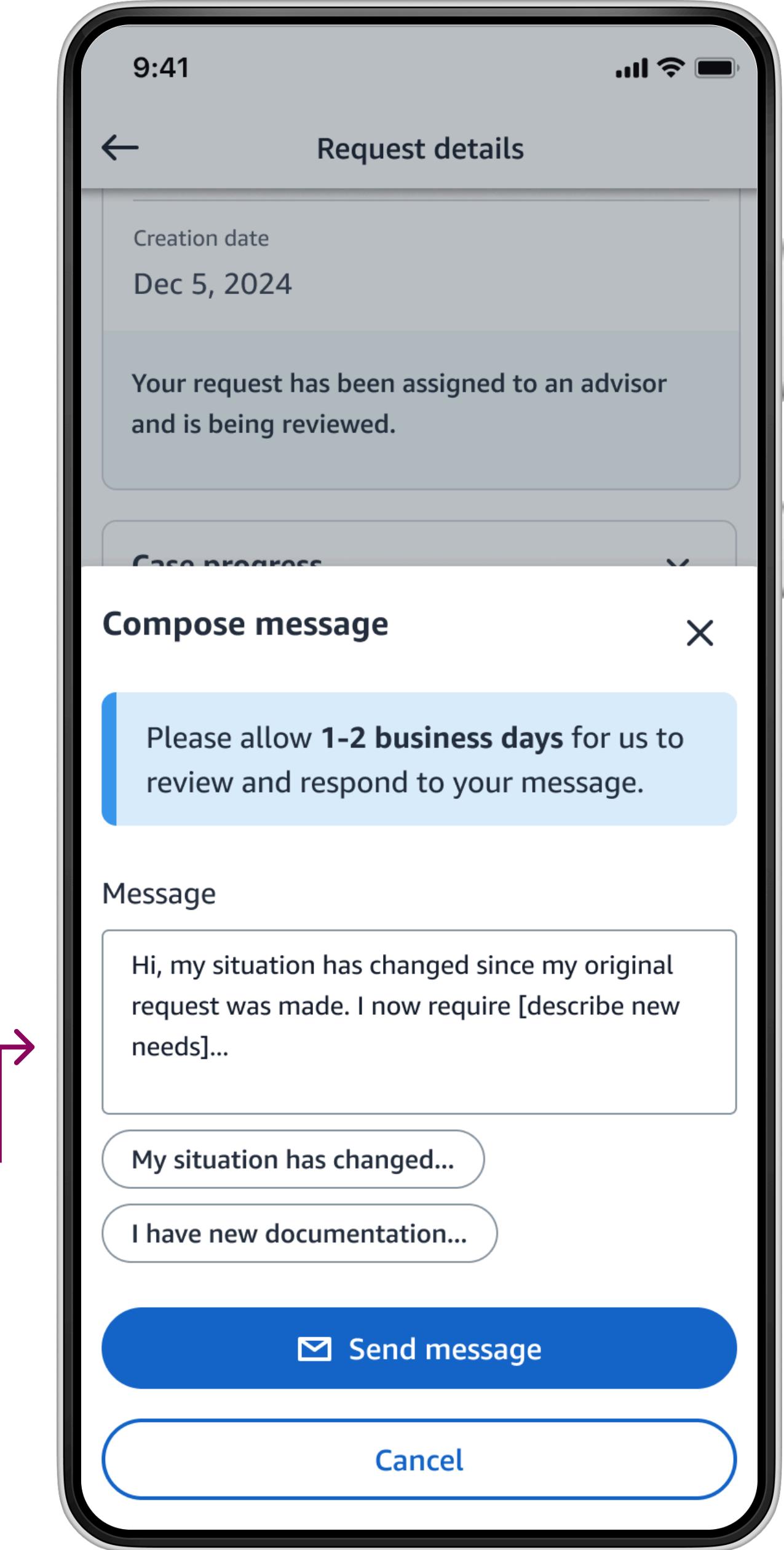
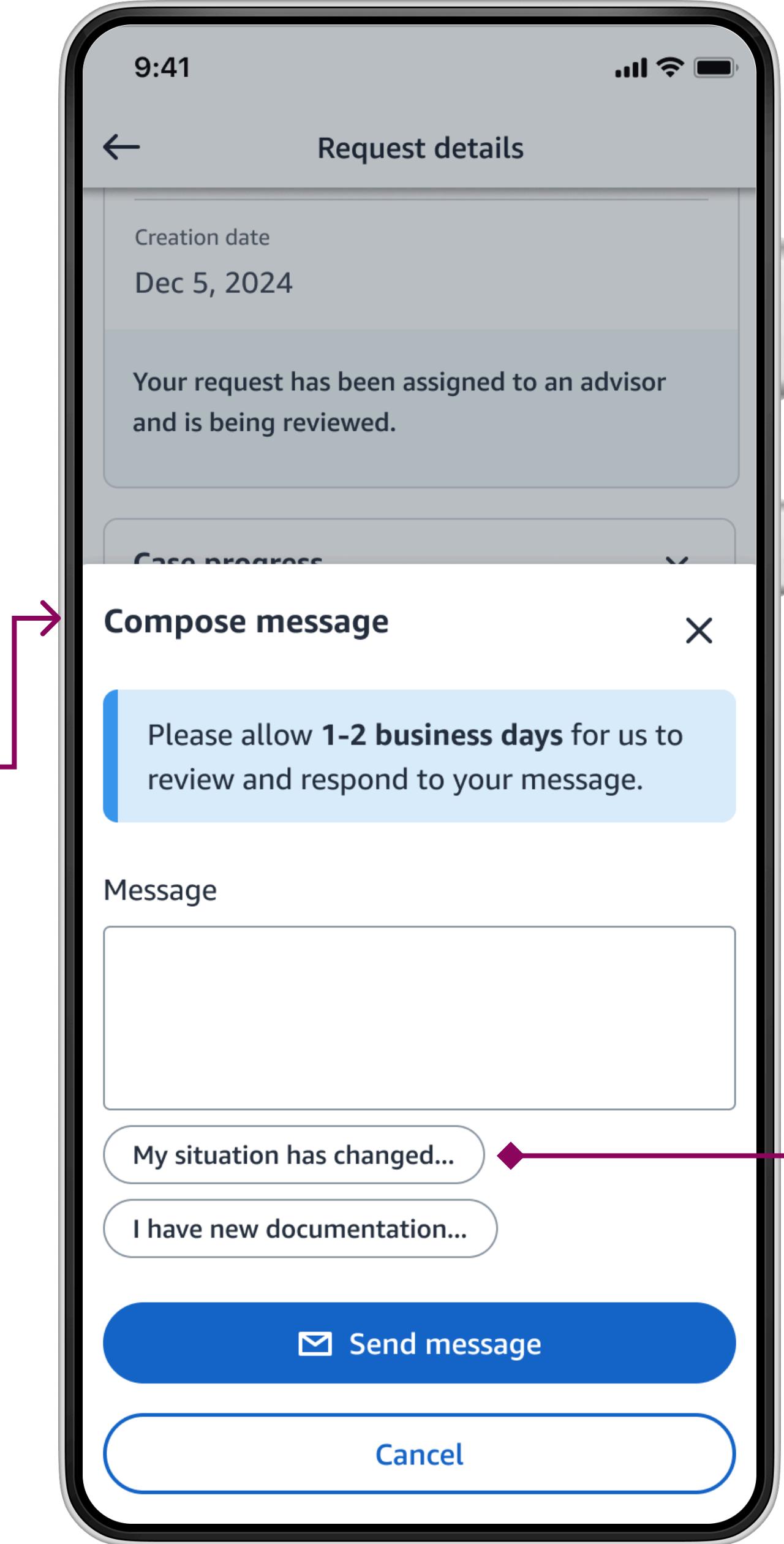
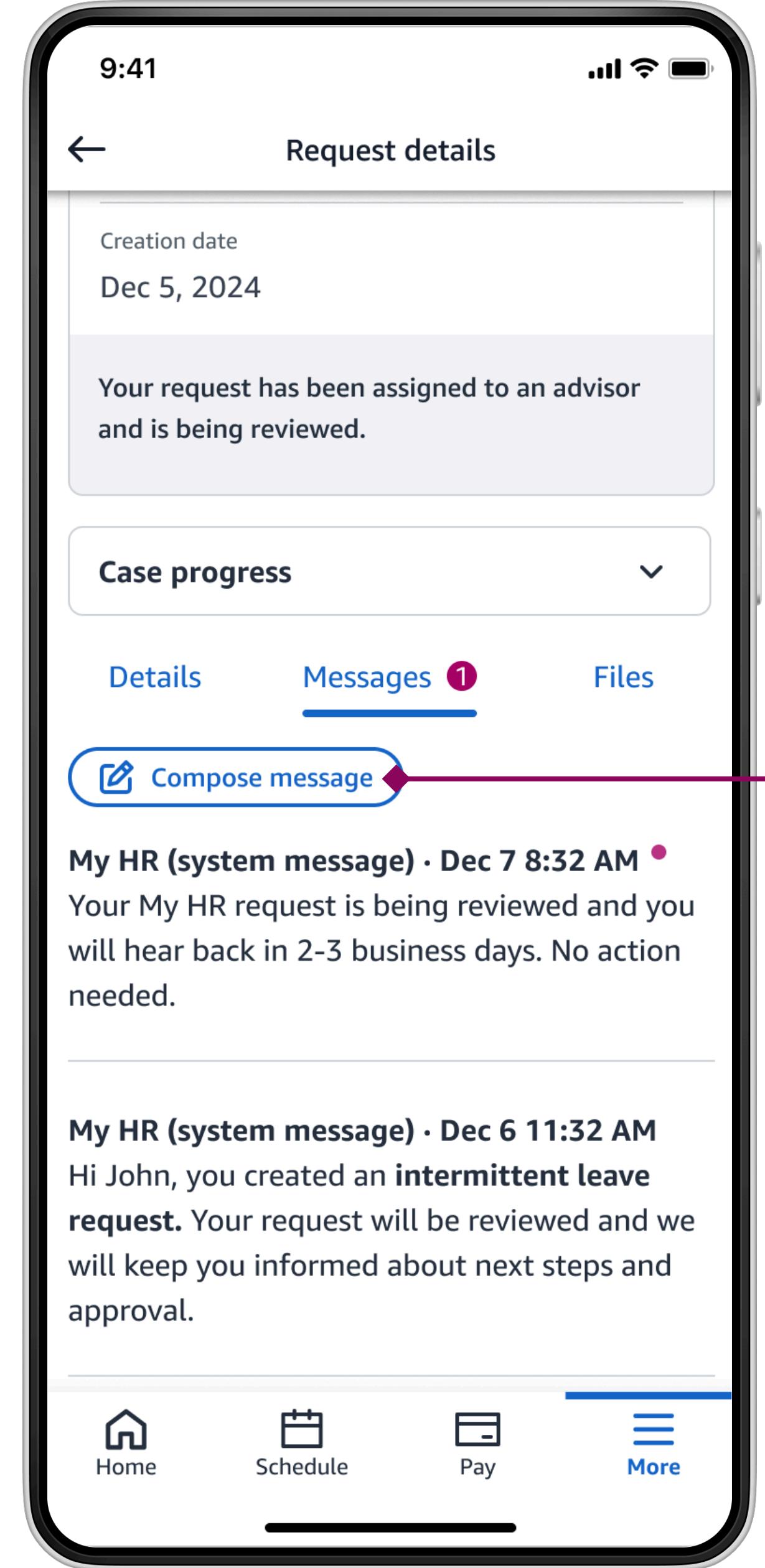
# Messages in Request details

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



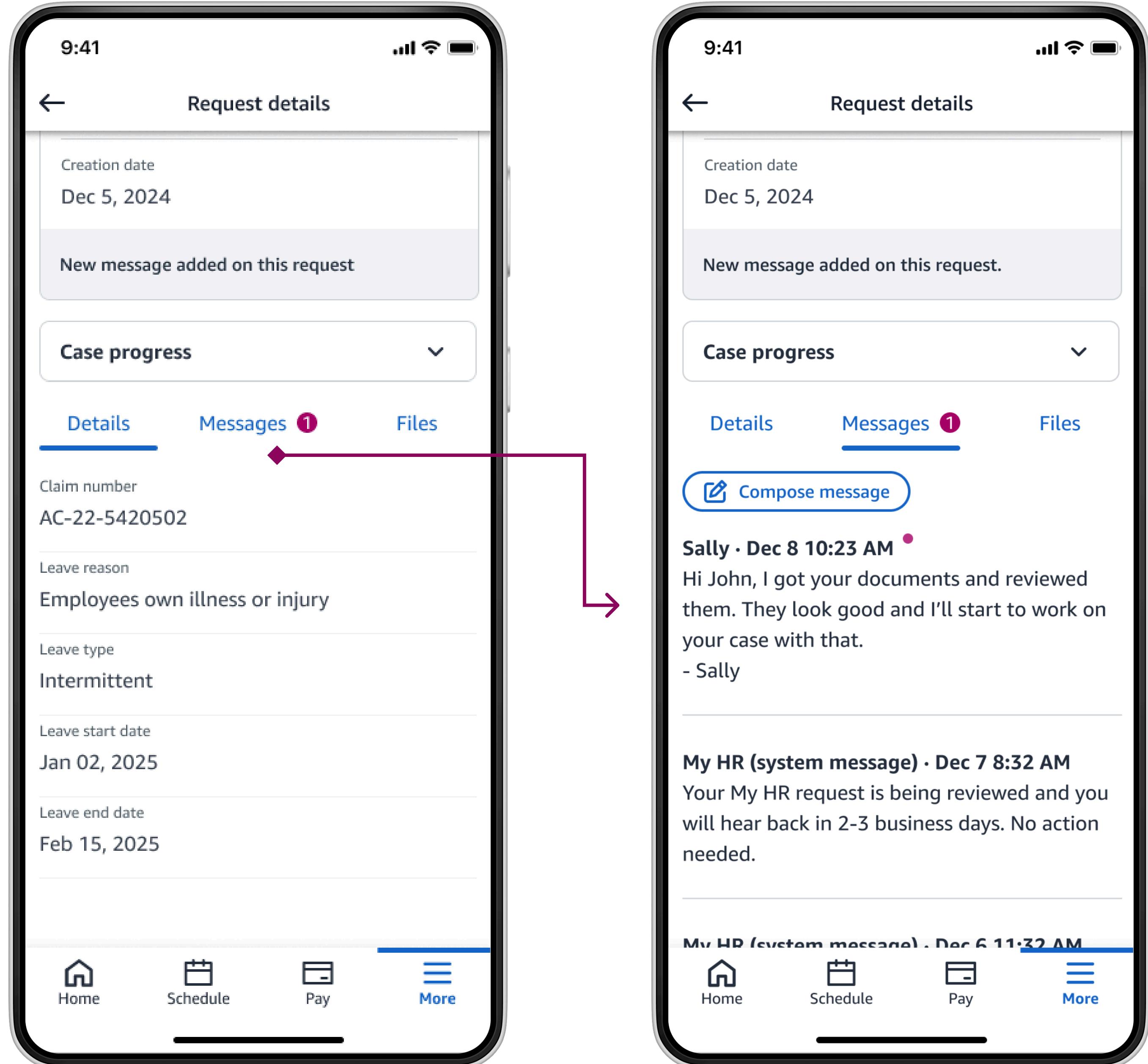
# Adding a message

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



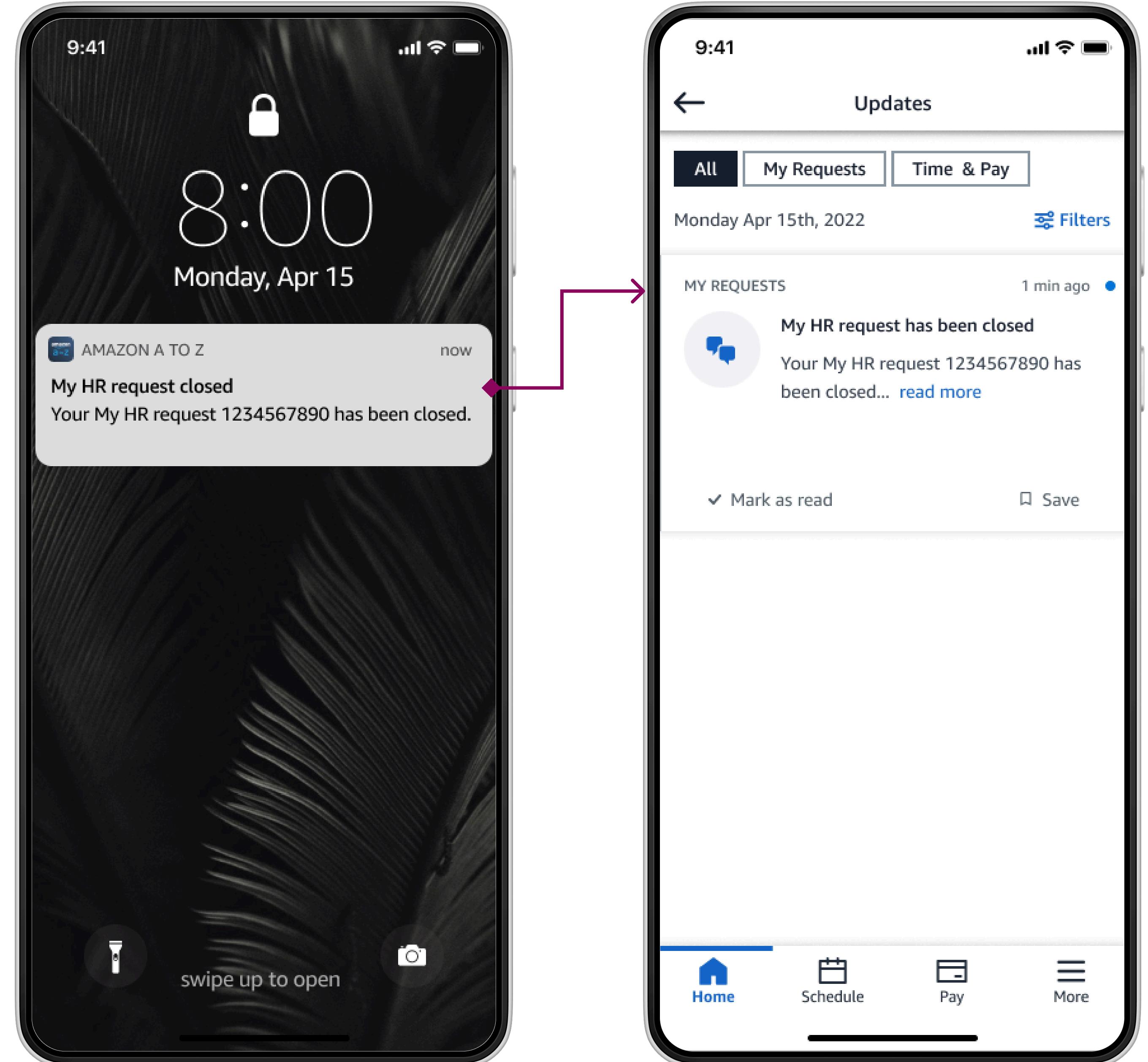
# Receiving a message

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 .



# A to Z Assistant

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

The image displays two side-by-side screenshots of a digital interface, likely a mobile application or web-based service, illustrating the interaction between a user and an AI assistant (A to Z Assistant or Ask My HR).

**Screenshot 1 (Left):** This screenshot shows a user message in a blue bubble: "I want to know the status of my request for intermittent leave." Below the message are three small icons: a star, three dots, and a reply button labeled "Reply". At the bottom, a note reads: "Ask My HR may not always be accurate, verify its responses."

**Screenshot 2 (Right):** This screenshot shows a response from the AI assistant. It includes a message in a blue bubble: "You created an **intermittent leave request** recently. This request is being reviewed and you will hear back from us in 2-3 business days." Below this message is a detailed "Case progress" section:

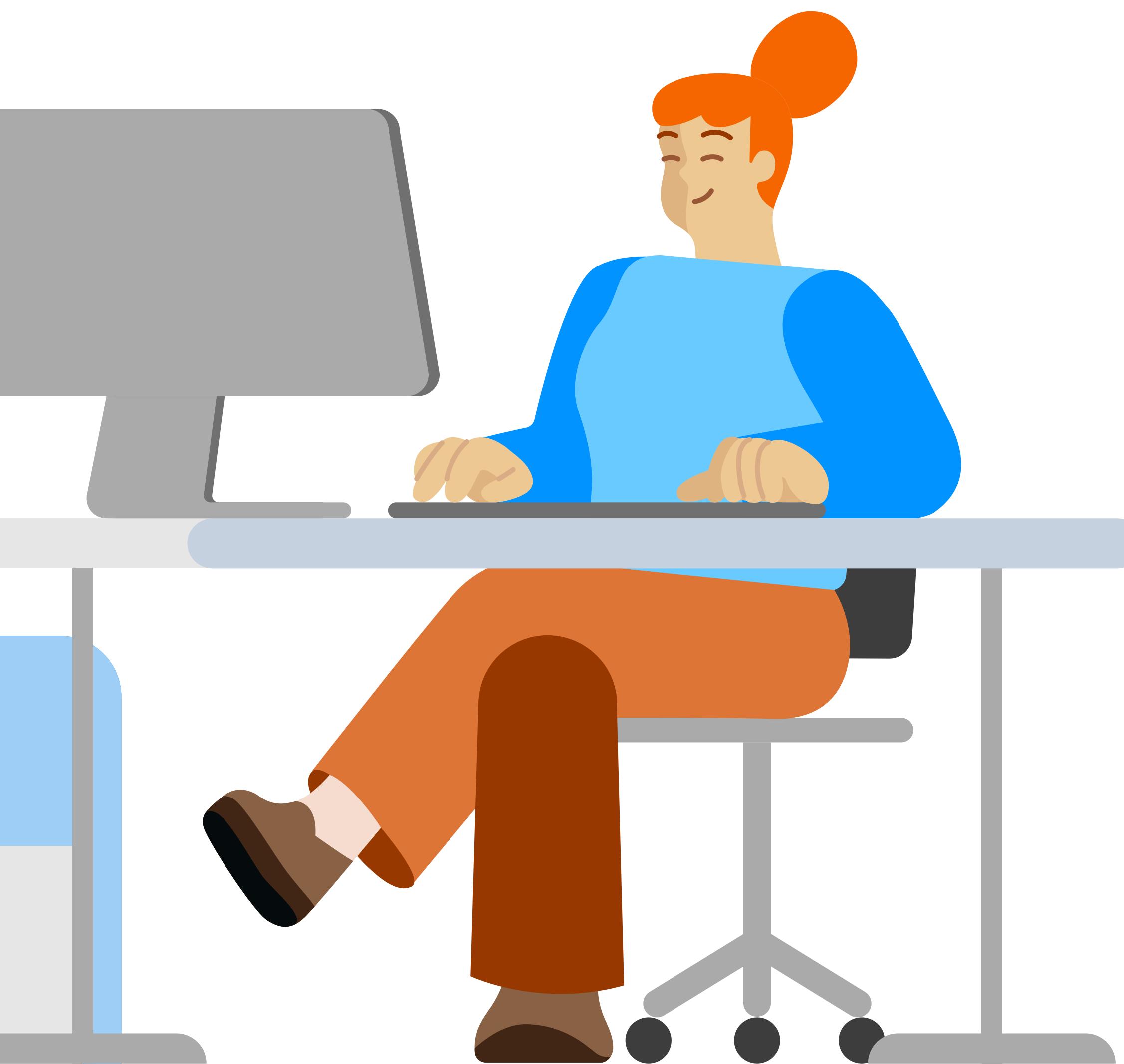
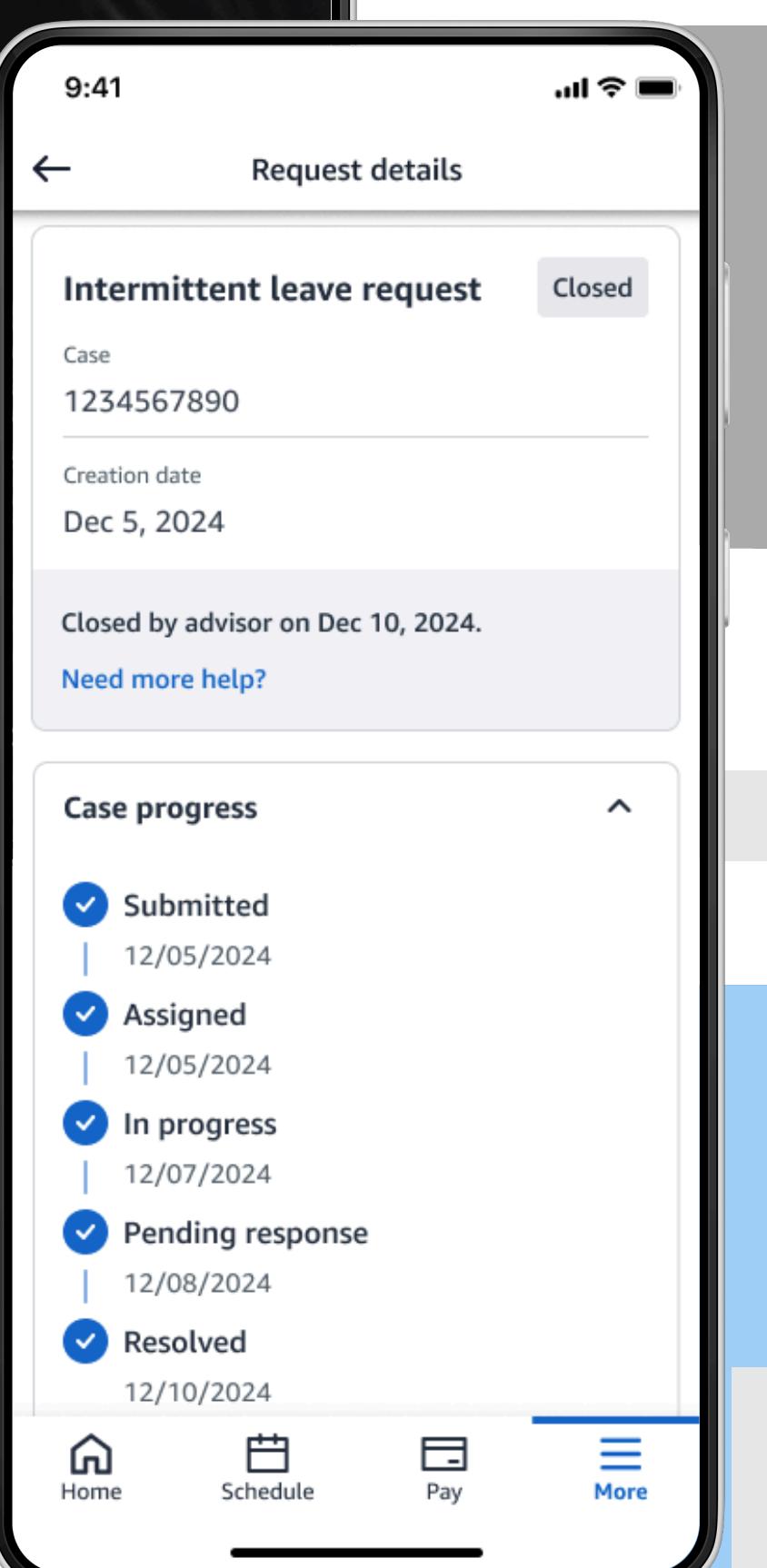
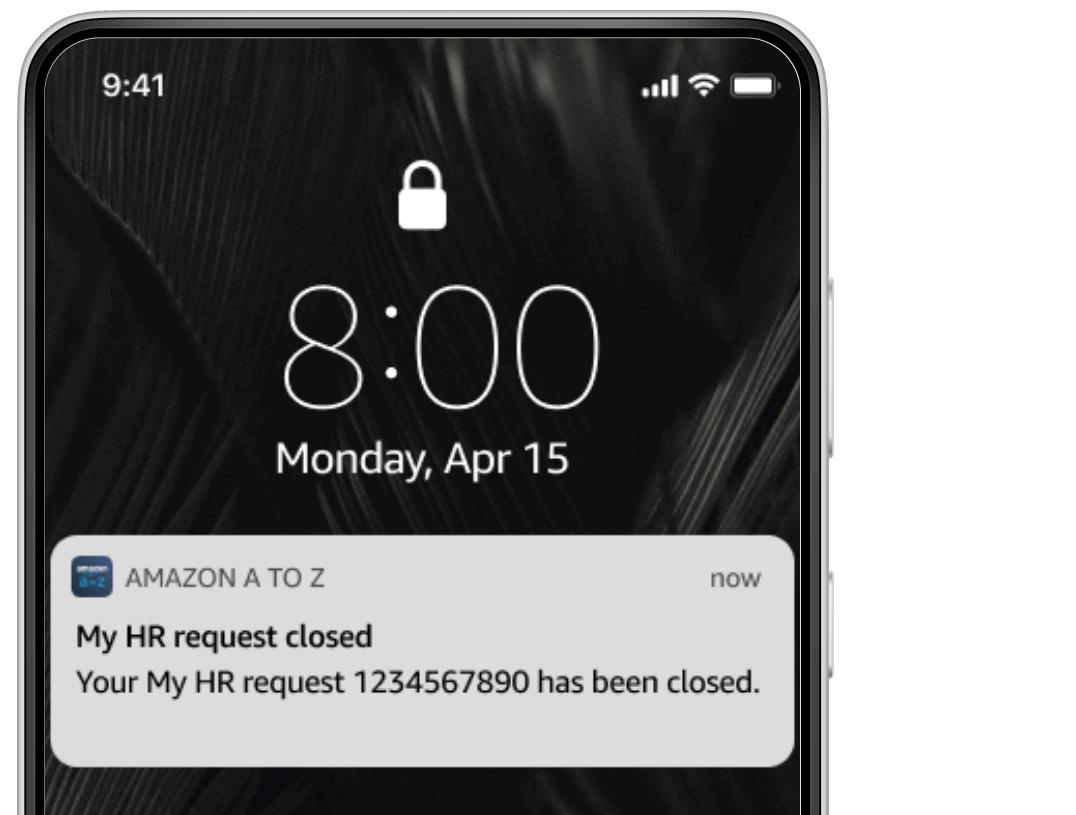
- Case:** 12345678
- Case progress:**
  - Submitted | 12/05/2024
  - Assigned | 12/05/2024
  - In progress | Est. 12/09/2024
- See more case details**

At the bottom of this section is a "View My HR request" button. Below the case details, there is a "Was this helpful?" section with thumbs up and thumbs down icons. A red arrow points from the user's message in Screenshot 1 to the AI's response in Screenshot 2, indicating the flow of the conversation.



*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