



## Experian Health's New Customer Community Friday, November 2, 2018

At Experian Health, we are committed to your success. We recognize, you need access to a responsive team of experts who can get the answers and information you need, quickly. You also need an environment where you can collaborate, learn, and share knowledge. Lastly, you need a way to streamline your case management – so you can focus on more important matters.

To help optimize your experience with Experian Health, we are excited to announce the release of our new Customer Community site. Our new Customer Community puts our technology experts at your fingertips – from initial client implementation through everyday support – you will be set up to win with our technology right from the start. The new Community site includes a robust suite of self-service features, available through a single engagement platform across all our products. These features are specifically designed to improve your overall customer service experience with Experian Health.

We will make the new portal available through your existing products by clicking on help. Existing portal users have already been migrated and can continue to login as usual. Customers that do not have an existing Portal login credentials, will be able to access through their Experian Health products.

We are implementing this solution incrementally by platform. OneSource and eCare NEXT will have a “Help” button that redirects to the new community on Friday, November 2, 2018. We’ll announce the other product dates in subsequent weeks.

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### Key Features of our new Customer Community include:

1. **Streamlined Case Management:** In addition to creating support cases, you’ll be able to view your cases and their status quickly, and based on your permission level, you be able to see those submitted by others within your organization as well. The case management feature allows for sorting and exporting of cases by status to quickly locate the information you need. An at-a-glance graph will give a quick overview of all your current cases awaiting resolution with an option to export the details.
2. **Intuitive Knowledge feature:** In addition to submitting a case, you will be able to search through articles on different products and relevant topics that are written by product experts to help answer questions and cultivate your knowledge. When you submit a support case, you’ll automatically find links to knowledge articles (related to key words in the case subject) for a self-service approach to common questions.
3. **Collaborate with your Peers:** Our new collaboration feature connects you with your peers in a productive learning ecosystem, which works to better your experience with our products. This feature allows you to have discussions with your peers, who can in turn share their best practices with you. Through this collective learning environment, you can find helpful answers and like them to encourage others to review the information.
4. **Submit product enhancement ideas for consideration:** As we mentioned, we are committed to your success. Through that commitment, we want to build you what you need. The Ideas section will give you the opportunity to share your product innovation ideas with your peers as well as the product experts at Experian Health.

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## How can you learn all about our new Experian Health Customer Community?

Training videos are available for navigation basics, creating support cases, and utilizing the Knowledge, Collaborate and Ideas features. To view the Training Videos, click the Help menu from OneSource or eCareNEXT to launch the Customer Community. Then, simply click the 'Getting Started' link to access the training videos. After viewing the training videos, should you have any questions, please reach out to either Experian Health Client Support or your Account Manager.

After viewing the training videos, should you have any questions, please reach out to either Experian Health Client Support or your Account Manager. We thank you for your continued business and are excited to enhance our ability to support you through this new platform.

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## OneSource Button Changes Released, Friday, November 2, 2018



The Contact Us (envelope icon) Will be Removed:



Contact Us



Your Name:

Telephone:

Email:

Company:

Details:

The Help (? Icon) will direct you to the new landing page for our Customer Community.