

Call Center Checklist



Pre-Enrollment Case Readiness

Review BOD for all live cases
Verify ben admin credentials

1



Start of Day

Be ready at least 15 minutes before start time
Slack Counselor channel to let us know you
are ready to support cases

2



During Day

Educate and Enroll Employees
Take lunch based on advised time
You have two 15-minute breaks

3



End of Day

Sign off at EOB
Slack Counselor channel to let us know you
are logging off

4

