



WBM Technologies

ON DEMAND ADOPTION & SUPPORT PROGRAM

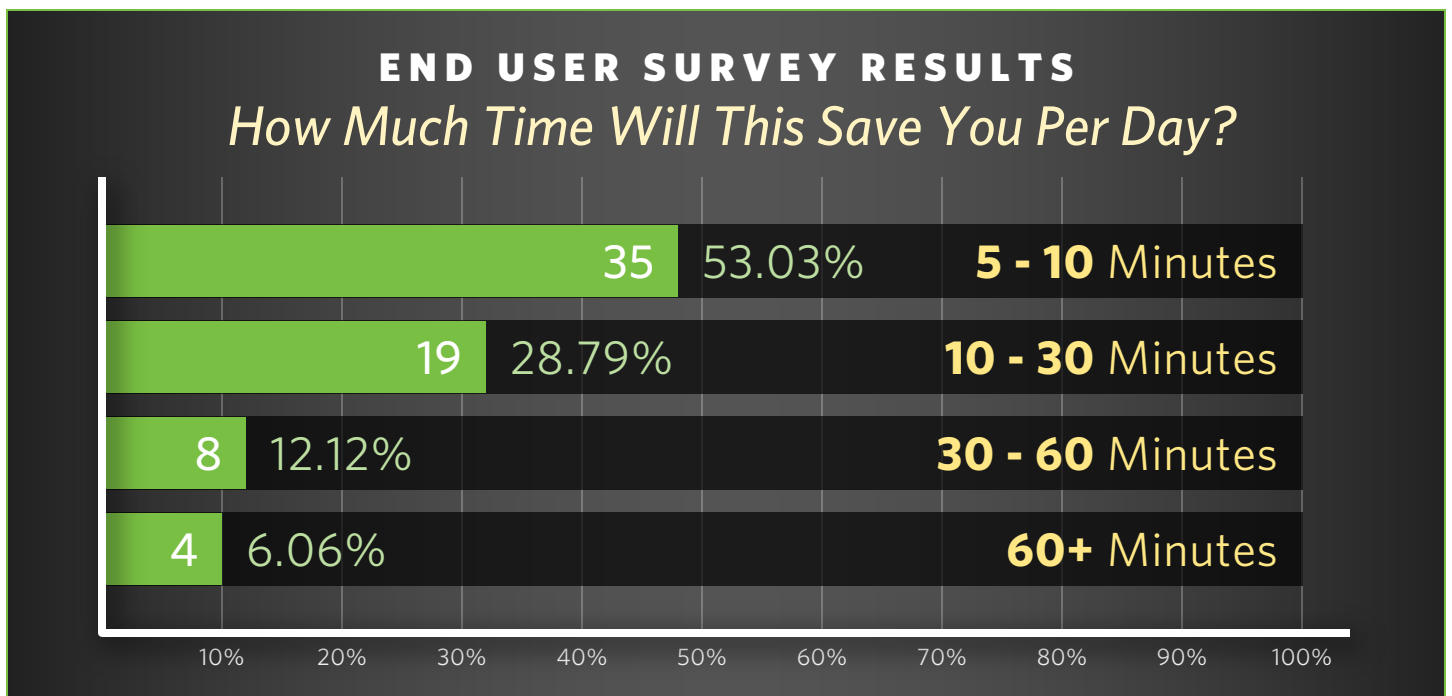
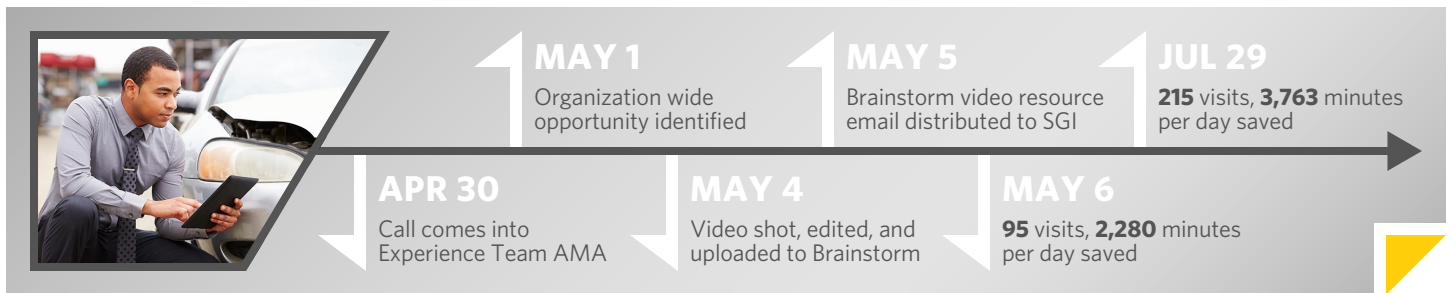
Creation of New Workflows in O365 Drives a Productivity Outcome for Claim Adjusters

THE OPPORTUNITY

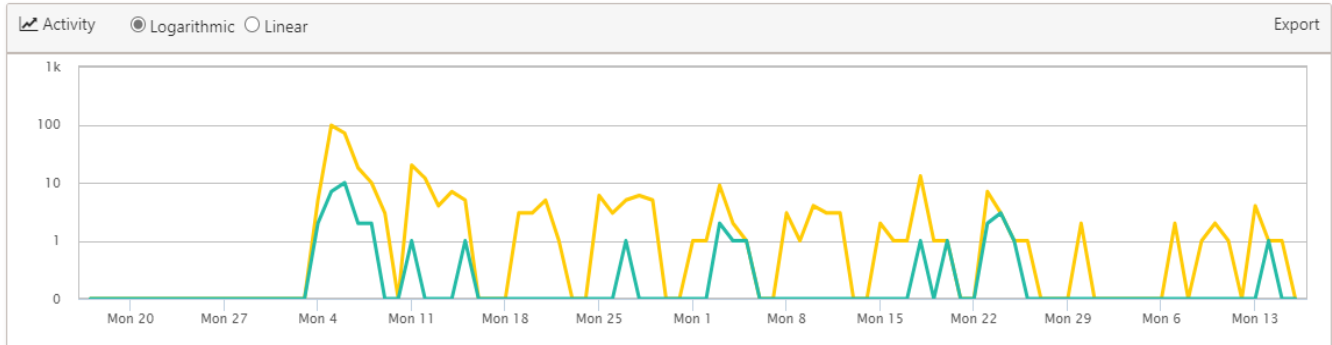
Working together, SGI and WBM Technologies are providing on-demand technology adoption support, using an always available standing Teams session, or "Ask Me Anything" (AMA) service.

- On April 30, 2020, an SGI adjuster joined the AMA, wondering if there was an easier way to extract and save claim photos that were received via email.
- Some claims had hundreds of photos embedded in one email, requiring an adjuster to spend hours clicking and exporting each photo individually into the system.
- The WBM Experience Team created a workflow for the adjuster, who suggested that if others knew this, the impact could be significant.

After consulting with SGI, the WBM Experience team produced an adoption video that was uploaded into SGI's Brainstorm portal along with two quick survey questions to capture and measure the results. The feedback has been amazing.



WBM Experience Engineering Video Consumption ADOPTION DASHBOARD



Popularity

| | |
|----------------|---------------|
| BOOKMARKS 9 | SHARES 3 |
| LIKES 9 | DISLIKES 0 |

User Engagement

| | |
|-----------------|-----|
| Page Visits | 362 |
| Completions | 39 |
| Completion Rate | 11% |

133 4

END USER FEEDBACK

"This is a very helpful tip. Thanks for sharing!"

"Thanks! You're a lifesaver!"

"This is great. Keep these coming."

"This is awesome! Thanks!"

"Good Video! Informative for sure"

"Thank You!
The Rodent RV Pod is different than other claims, No Appraisal team, the Exterminators do the photos for us, so this is going to save me 2 hours on just one file as we get several emails. The other day I got 179 photos for one file."



Gold Cloud Productivity

