

Customer Support User Interviews/Focus Group Results

02/2017

13 customer support representatives attended.

Which user type calls the most?

- Injured workers

What are the top call reasons?

- Cannot find anything on current website.
- They are not sure what to do – confused.
- Cannot understand the forms.
- Too much jargon
- Not sure what to do after they fill out forms.
- Hard to see forms on mobile phone.
- Call in and ask to have the website pages/forms and BWC-letter text to read to them.
- File a claim process is not explained on the current website.

Stakeholder Interview Results

02/2017

Four customer support representatives attended.

What website changes do you think would benefit injured workers?

- Allow workers to file a claim without logging in.
- Create before login areas to answer worker questions.
- Only include the essential information to file a claim, they can be contacted later to add more information.
- Let them know what information they need to fill out the form.
- Let them know what happens next.
- Create mobile forms.