Voice of the Customer Sessions:
How to Prepare

Bridgeway is looking forward to seeing you next week in Jacksonville! We want you to get the most out of our unique Voice of the Customer sessions by having your voice heard on the future roadmap of our benefits administration software. The best way to do this is for your team to discuss our session topics in advance.

This year's sessions will feature exciting live polling and opportunities to share instant feedback via smart device or computer. Internet access will be required to participate in live polling. As a reminder, pre-registration is required for all Voice of the Customer sessions.

VOC | Expedition Employer Portal

Please review these items to inform our discussion on employer portals.

- How are employer remittances processed?
- Would employers be interested in ePayments via a portal? What about debit/credit card payments?
- What types of documents or workflows would you like to send and receive with employers via a portal?
- What portal features would be most important to employers?

VOC | Advanced Reporting Roadmap: Navigating the Data Jungle

In preparation for this session please consider the following talking points around reporting.

- What reporting features do you currently have that you love?
- What data do you report on most and what data would be helpful to have?
- What is your vision for a future reporting product?
- What metrics do you track to measure staff performance?

VOC | Exploring Member Engagement

This session will explore how you engage with members via breakout groups that will target different specialties within your organization: contributions, health claims, and pension processing. Please be prepared to discuss these topics through the lens of each focus area.

- How would you change how you interact with members?
- How do members want you to engage with them?
- If your organization utilizes a member portal, what benefits have you found?
- What communications and tasks could be digitized or automated via a member portal?