

Sales Force FAQ

About Us

Help On Demand uses lightning-speed technology to connect Consumers with Experts faster, in industries like healthcare, property & casualty, education, legal and more.

No one wants to wait, and with Help On Demand, they don't have to... ever.

Think of it like today's most prominent rideshare technologies, only instead of a car coming to your front door in seconds, it's information about how to enroll in healthcare, picking an insurance plan that is right for you, or improving your children's education.

What is Help On Demand?

Our technology Platform allows consumers referrals to efficiently and quickly connect "Live and On-Demand", 24/7 to your sales or product experts within seconds anywhere in the world. This provides for a great customer experience, provides you a competitive advantage, and also allows you to close more sales quickly.

What is the company or organizations requirements for Help On Demand technology?

Any size company whether profit or non-profit is a potential client and fit for our technology. Because we develop your system within the US, there is typically not a product or service that Help On Demand cannot support. As examples we work within many different industries such as: insurance/financial services, mortgage, dispatch services, education, associations, manufacturing, healthcare, government services, assisted living/memory care, legal services, and much more, as we are not limited to just these examples.

How does Help On Demand work?

Help On Demand harnesses the speed of today's mobile technology, which is similar to rideshare, to quickly connect Consumer Referrals with participating sales or product experts. Consumers will receive personalized assistance from an expert in one of two ways:

- 1) The customer can visit a company's or organization's website. They will then be led simply to a customer landing page where they will be prompted to enter their name, contact information, and zip code.
- 2) Or, the customer can call the company or organization, and through an Interactive Voice Response (IVR) and then enter their phone number and zip code to be connected within seconds to a company expert.

Once the customer enters their contact information, Help On Demand matches the consumer referral with an expert who is available immediately to answer questions and move the inquiry quickly to a sale.

If more than one expert meets the criteria, Help On Demand directs the consumer referral to the expert who is geographically closest to the consumer. That expert receives a notification from Help On Demand via email, text message, or the app notification and has 15 minutes (time period selected by client company) to accept or reject the consumer referral before it moves to the next available expert in the queue. It is extremely important to set your availability accurately, so customers are not waiting unnecessarily to be rotated to the next available expert; this will also improve your referral acceptance rate.



our technology **connects** your **consumers**, on **demand**, in **seconds**, with **experts!**

www.helpondemand.com

1-888-245-1922

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How are **consumer referrals distributed among multiple experts?**

Help On Demand uses an algorithm to match a consumer referral requesting assistance with an available expert who 1) speaks the same language 2) is in the designated zip code coverage area 3) and is available in the system. If more than one expert meets these criteria, Help On Demand directs the consumer referral to the expert who is geographically closest to the consumer.

How do **experts receive referral notifications from Help On Demand?**

Experts will always be notified via email, text message, or mobile app notification when receiving a consumer referral. Within the Profile settings, there is a Preferred Contact Method drop-down with three options:

- 1) Email, Text, & Mobile App Notification (default)
- 2) Email & Text
- 3) Email & Mobile App Notification (Requires the mobile app for Android or Apple)
- 4) Email Only (not recommended)

How do **experts respond to a consumer referral?**

Experts will be notified immediately when the consumer referral requests assistance through Help On Demand. The expert then has 15 minutes to accept or reject a referral (time adjuster by company or organization) before it moves to the next participating expert in queue. During these 15 minutes, the expert must log into Help On Demand using the desktop site or mobile app, and select the Accept or Reject button next to the pending consumer referral. If an expert accepts a consumer referral, your company or organization sets the expectation that an expert will contact the newly accepted referral within 15 minutes during normal business hours.

Do **experts need to be logged into Help On Demand to receive a consumer referral?**

No. When registering, your experts set their hours of availability in Help On Demand. These are the days and hours that experts plan to be available for a referral from Help On Demand. When an expert is within his or her hours of availability, that expert is eligible to receive a consumer referral from Help On Demand.

Experts can temporarily override their standard hours of availability using the Today's Availability toggle switch if their availability changes. Using this option, experts can switch to "On" when they want to receive a referral or switch to "Off" if they are not available to receive a consumer referral. Using the Today's Availability toggle switch is meant to be used as a short term, manual override of your listed hours. Using this feature will allow consumers to get the assistance they are asking for quickly and will improve your acceptance rate.

Sales Force **FAQ**

Can Help On Demand **communicate with other technology?**

Yes. Help On Demand has the ability to connect with your internal company systems, client management systems (CRM's), IVR functionality, call centers, and much more. This determination is explored during the "Discovery Phase" of the Help On Demand implementation plan.

How do I know if **Help On Demand is right for my company or organization?**

Go to the Help On Demand website at www.helpondemand.com and request for more information. A member of the Help On Demand sales team will contact you and address any questions you may have, set up a demo of the system, and then explain the implementation process and any other details.

