



CABINET FOR HEALTH
AND FAMILY SERVICES

kynect On Demand Office Hour

May 2, 2023

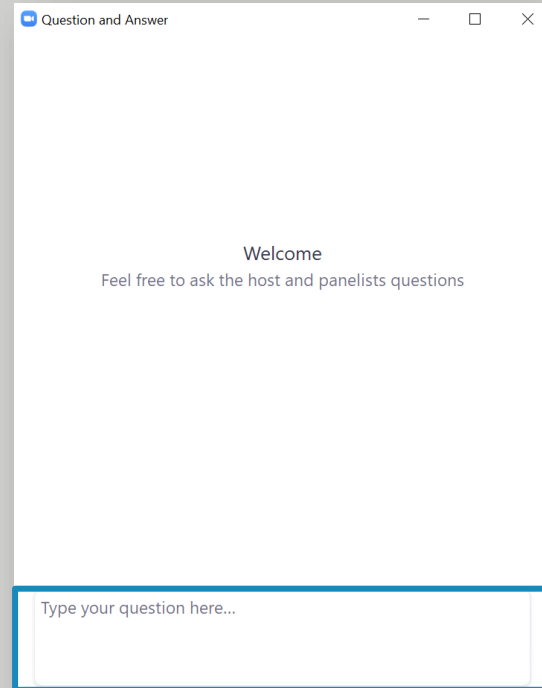
kynect On Demand Office Hour

Please review the Zoom Tips for Success while you wait:

Ask a Question in Q&A

During the session, all Agents are muted. If you would like to ask a question about the session content:

- Click the **Q&A Icon**.
- Type your question and click **Enter** on your keyboard.

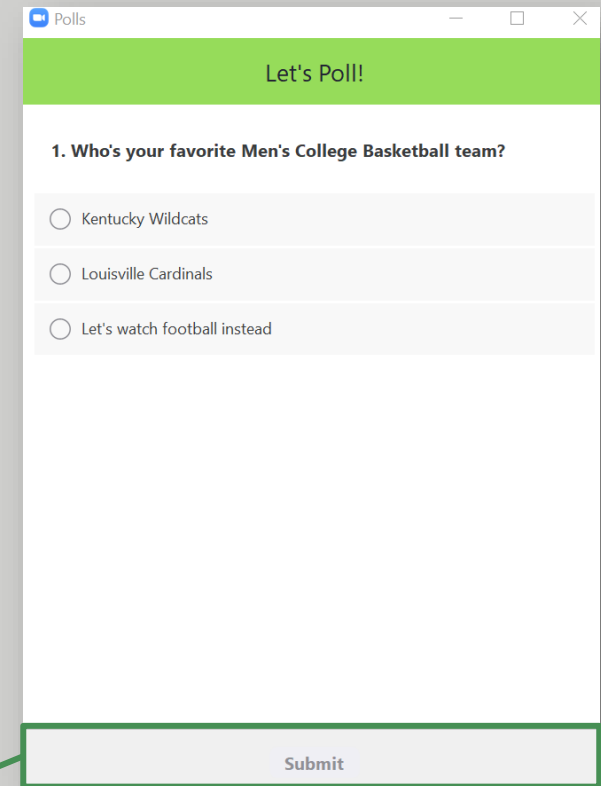


Let's Poll

During the session, all Agents are muted. However, we will be checking in by asking questions. To answer anonymously:

- Click the **Polls Icon**, if the polls pop-up does not display automatically.
- Select the appropriate **Answer** and click **Submit**.

Please note: The **Polls Icon** only displays once the Host enables it.





Icebreaker

Which superpower would you choose?

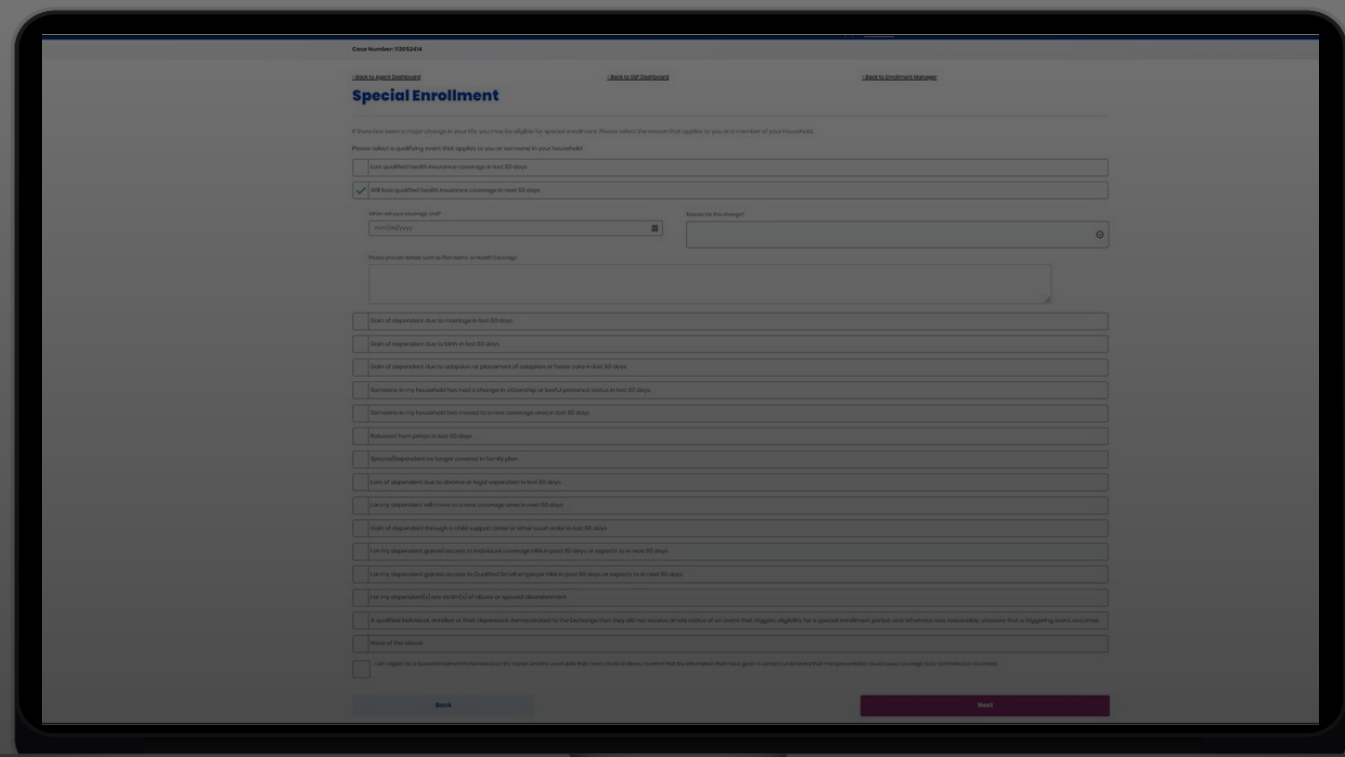
- A. Flight
- B. Time Travel
- C. Telepathy
- D. Water Breathing

Fun Fact: Superman, who first appeared in comic books in 1938, was the first superhero created with superpowers.

Agenda

Section Topic	Slide Number
Welcome and Housekeeping	2
kynect On Demand Overview	5
Register for kynect On Demand	8
Agent Match and Messages	15
kynect On Demand Dashboard	28
Question and Answer	37

kynect On Demand Overview



kynect On Demand Introduction

kynect On Demand is a real-time functionality that allows Individuals to request assistance from Agents based on the Agents availability. The functionality is optional for Agents and highlights are detailed below.

kynect On Demand

kynect On-Demand allows Individuals to request assistance from Agents in real-time. Agents can easily set their availability and preferences from their Dashboard in Agent Portal. kynect On Demand has the following functionality available to Agents:

- **Quick Updates:** View today's notifications
- **Referral Manager:** Take action on open requests
- **View Metrics:** View applicable metrics
- **My Availability:** Edit weekly availability
- **Preferred Contact:** Edit contact details
- **De-Register:** Disenroll from kynect On Demand

The screenshot shows the 'kynect On Demand' section highlighted in red in the navigation menu. The dashboard displays several key metrics:

My Clients	
Individual	
Current	3
Past	3
Clients Added In The Last Month	1

My Policies	
Active	0
Termed	1
Pending	2
Expired RFI	0
RFI about to expire in a week	0

My Prospects	
Individual	
Current Prospects	0
Abandoned Prospects	0
Prospects Added In The Last Month	0

My Quotes	
Individual	
In Progress	0
Accepted	0
Submitted	0
Rejected	0

Additional sections visible include Quick Links, Announcements (3 Urgent, 3 Unread), Issuer Websites (Anthem Health Plans of KY, Inc., BEST Life and Health, CareSource Kentucky Co., Molina Healthcare of Kentucky, Inc., WellCare Health Plans of Kentucky, Inc.), and Reports (Agent Case Notes, Prospect Template (Individual)).

kynect On Demand Resident Access

kynect On Demand is available to Residents through various screens on kynect.

Resident Access

Residents may request assistance on the following screens:

- [kynect health coverage home page](#)
- [kynect benefits home page](#)
- [Qualified Health Plan \(QHP\) home page](#)
- [Agents page](#)
- [Authorized Representative, kynector, & Agents page](#)

On-Screen Messaging

A kynect Insurance Agent will contact you in 30 minutes or less to help you enroll in health coverage. Insurance Agents may not be able to assist with other programs. Insurance Agents' services are free to you. Insurance Agents are paid by insurance companies with no impact on the price. The information you enter will be sent to a licensed Insurance Agent who will contact you by email, text, or phone to help you enroll. Do NOT click "Submit" if you do not agree to this condition. Please fill in your contact information below.*

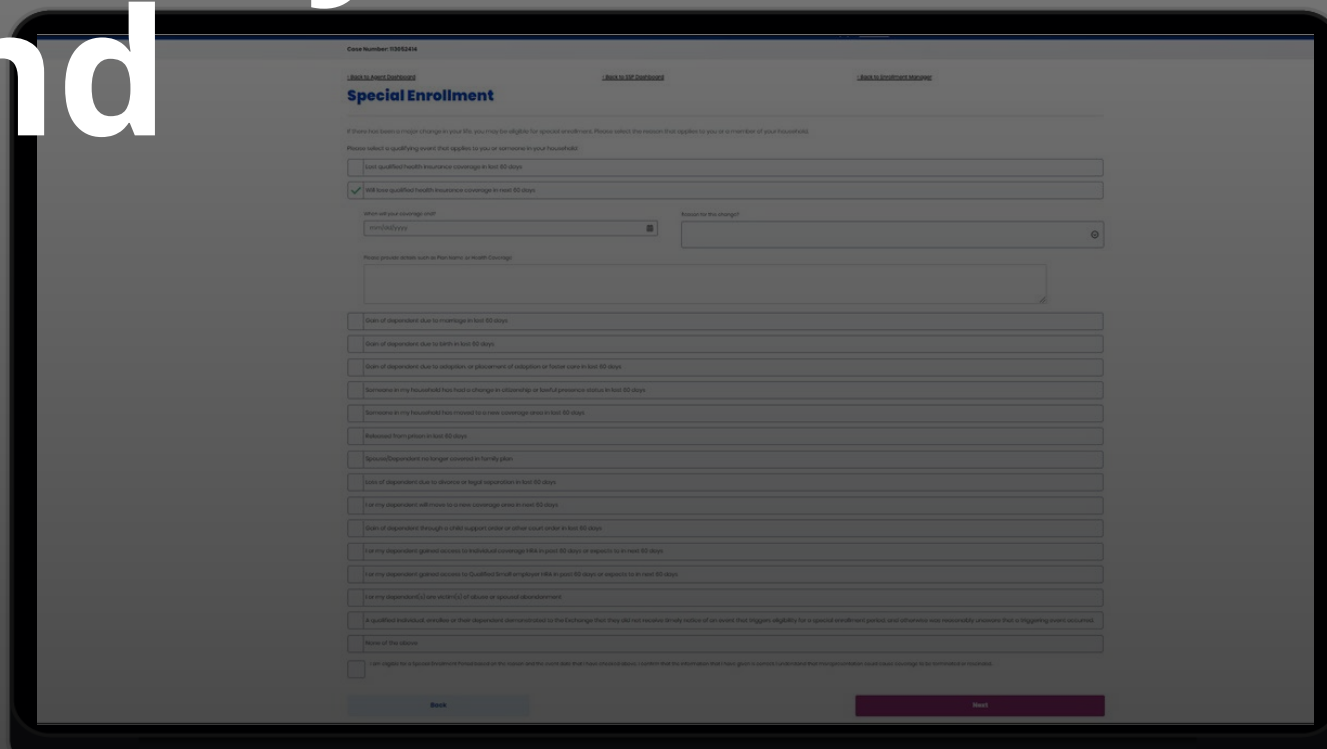
The screenshot shows the 'kynect On Demand' enrollment form. At the top, there is a navigation bar with 'kynect health coverage', 'Programs', 'Get Local Help', 'Help & FAQs', and 'Sign In'. The form itself is titled 'kynect On Demand' and includes the following text: 'A kynect Insurance Agent will contact you in 30 minutes or less* to help you enroll in health coverage. Insurance Agents may not be able to assist with other programs. Insurance Agents' services are free to you. Insurance Agents are paid by insurance companies with no impact on the price. The information you enter will be sent to a licensed Insurance Agent who will contact you by email, text, or phone to help you enroll. Do NOT click "Submit" if you do not agree to this condition. Please fill in your contact information below.'

The form contains the following fields and options:

- First Name:
- Last Name:
- Preferred Contact Method:
 - Cell Phone
 - Email
- Email:
- Cell Phone Number:
- Zip Code:
- Preferred Language:
- Read and agree to Terms and Conditions/Privacy Policy

At the bottom of the form, there are three buttons: 'Cancel', 'I'm not a robot' (with a CAPTCHA icon), and 'Submit'. A disclaimer at the bottom of the form states: '*30 minutes or less response time from an Insurance Agent is expected from 9 a.m. - 5 p.m. EST daily based on Insurance Agent availability. Response time on weekends, holidays, and after business hours will depend on Insurance Agent availability.'

Register for kynect On Demand



Register for kynect On Demand

kynect On Demand is optional for Agents to participate in. If Agents wish to participate, they must follow the steps detailed below:

Registration Process

To participate in kynect On Demand agents should complete the registration in Agent Portal via the kynect On Demand tab.

1. On the **Registration** screen, select the radio button indicating interest in participating.
2. On the **Preferred Contact** screen, confirm preferred contact details are up to date.
3. On the **My Availability** screen, confirm available hours for the week.

Important Notes

- Agent's preferred contact method options include:
 - Email & Text
 - Text Only
 - Email Only
- Agents must maintain their Availability Settings so they only receive referrals when they are available and ready to assist Residents. Agents will be able to set standard hours for each day, add breaks, and add out of office time.
- **Please Note:** An Agent registered to participate in kynect on Demand and does not respond for 3 consecutive requests will be de-registered and must re-register to participate.

kynect On Demand Registration

Agents indicate their interest in participating on the kynect On Demand tab.

Kentucky Health Benefit Exchange

Welcome Hilda Garcia | Sign Out | About | Help

My Account Help

Overview Book Of Business My Quotes My Delegates Messages **kynect On Demand** Settings

Registration

Welcome to kynect On Demand. The purpose of this program is to assist customers who need help to apply for benefits and enroll in a plan. The customer will get contacted by an agent within the expected timeline of 30 minutes.

If you want to participate in this kynect referral program, you must complete the registration by selecting "I am interested to participate in kynect On Demand" and agreeing to the Terms of Use and Privacy Policy. If you want to withdraw after registering, you may do so after **30 business days**.

Your registration will be cancelled if you do not respond to 3 consecutive referrals. Until you register, you will not receive any referral requests.

Review the Terms of Use and Privacy Policy in Agent Portal and select I agree.

I am interested to participate in kynect On Demand.

I agree to kynect Terms of Use and Privacy Policy.

Cancel **Save**

Privacy Policy | Terms of Use | [f](#) [t](#) [Contact Us](#) | www.khbe.ky.gov | 1- (855) 326-4650

1. Select **I am interested to participate in kynect On Demand.**

2. Click **Save.**

Preferred Contact Details Screen

Confirm contact details.

Kentucky Health Benefit Exchange

Welcome Hilda Garcia | Sign Out | About | Help

My Account Help

Overview Book Of Business My Quotes My Delegates Messages **kynect On Demand** Settings

Preferred Contact

Your current DOI contact details and preferred language(s) are displayed below. You can update this information using [Settings](#).

Preferred Contact Method	Email and Text v
Phone Number	123-456-7899
Email	hgarcia@abc.com
Preferred Language	English, Spanish

Cancel Save

3. Click **Save**.

Please note: Agents must update their preferred contact details through the Department of Insurance for that information to be reflected in Agent Portal.

My Availability Screen

Adjust availability as needed. Agents may make edits at any time.

Kentucky Health Benefit Exchange Welcome Hilda Garcia | Sign Out | About | Help

My Account Help

Overview Book Of Business My Quotes My Delegates Messages **kynect on Demand** Settings

My Availability

You can update anytime your available hours or out of office hours according to your needs.

Available Hours

Time Zone: Eastern Standard Time (EST) v

Sunday	hh v	mm v	To	hh v	mm v	Add Break <input checked="" type="checkbox"/> Not Available
Monday	09 v	00 AM v	To	05 v	00 PM v	Add Break <input type="checkbox"/> Not Available
Tuesday	09 v	00 AM v	To	05 v	00 PM v	Add Break <input type="checkbox"/> Not Available
Wednesday	09 v	00 AM v	To	05 v	00 PM v	Add Break <input type="checkbox"/> Not Available
Thursday	09 v	00 AM v	To	05 v	00 PM v	Add Break <input type="checkbox"/> Not Available
Friday	09 v	00 AM v	To	05 v	00 PM v	Add Break <input type="checkbox"/> Not Available
Saturday	12 v	00 PM v	To	03 v	00 PM v	Remove Break
	hh v	mm v	To	hh v	mm v	Add Break <input checked="" type="checkbox"/> Not Available

Out of Office Hours

Start Date: MM/DD/YYYY Start Time: hh v mm v

End Date: MM/DD/YYYY End Time: hh v mm v No End Time

Cancel Save

4. Select the applicable **Time Zone.**

5. Select the daily **Available Hours.**

8. Select any applicable **Out of Office Hours.**

6. Select any **Unavailable Day(s).**

7. Add **Break(s)** to block off time for lunch, meetings, etc.

Knowledge Check #1

True or False: Agents should continually update their availability as it changes.

True

False

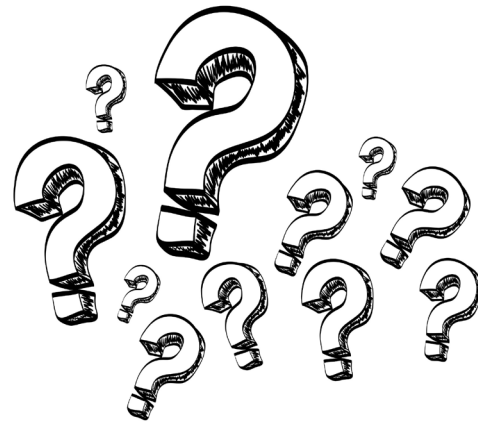
Answer using the Polls box!



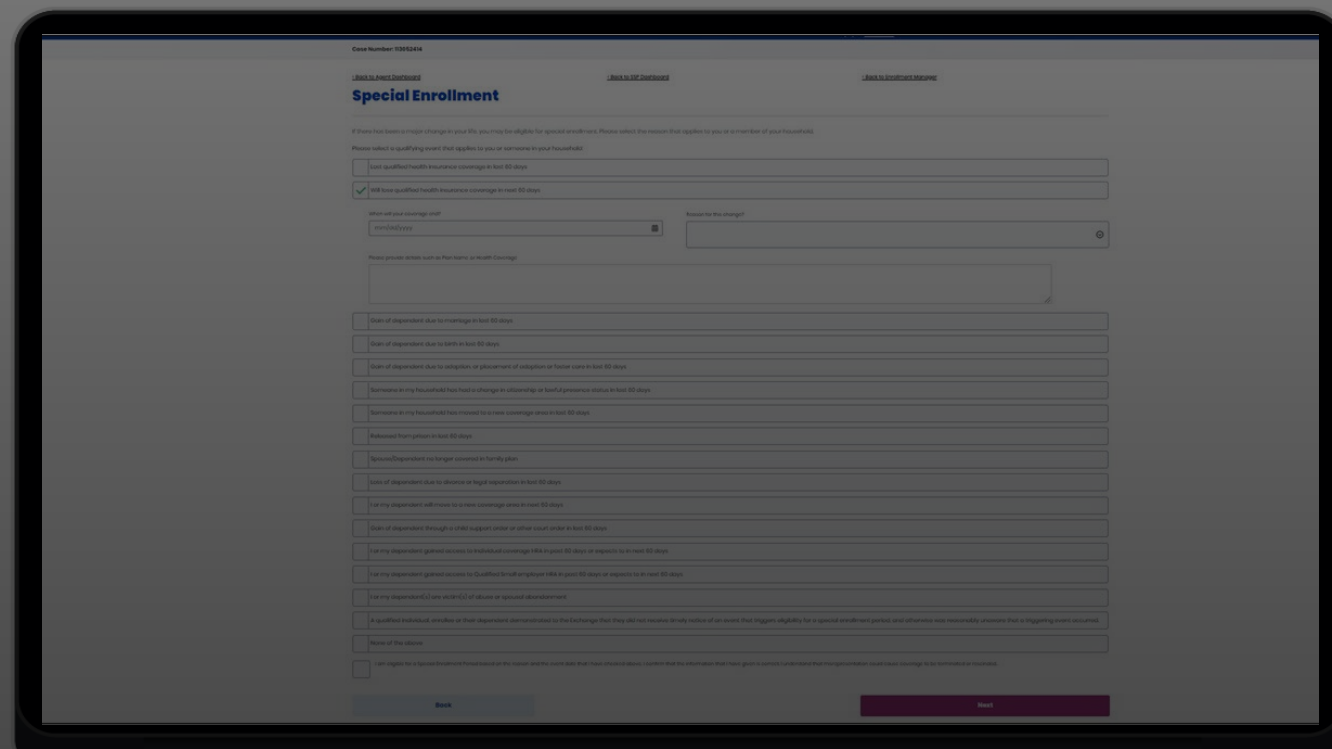
Knowledge Check #1 - Answer

True or False: Agents should continually update their availability as it changes.

True



Agent Match and Messages



Agent Match Matrix

kynect On Demand runs match logic match Residents with an available Agent.

Match Criteria

1. **Proximity:** Based on customer Zip Code and the proximity (distance) from the Agent's business address. The closest Agent is given precedence.
2. **Availability:** Checks Agent availability from the My Availability screen in Agent Portal.
3. **Preferred Language:** Confirms Resident and Agent preferred language align.
4. **Referral Count:** Checks Agent referral count.



General Vs Mass Request

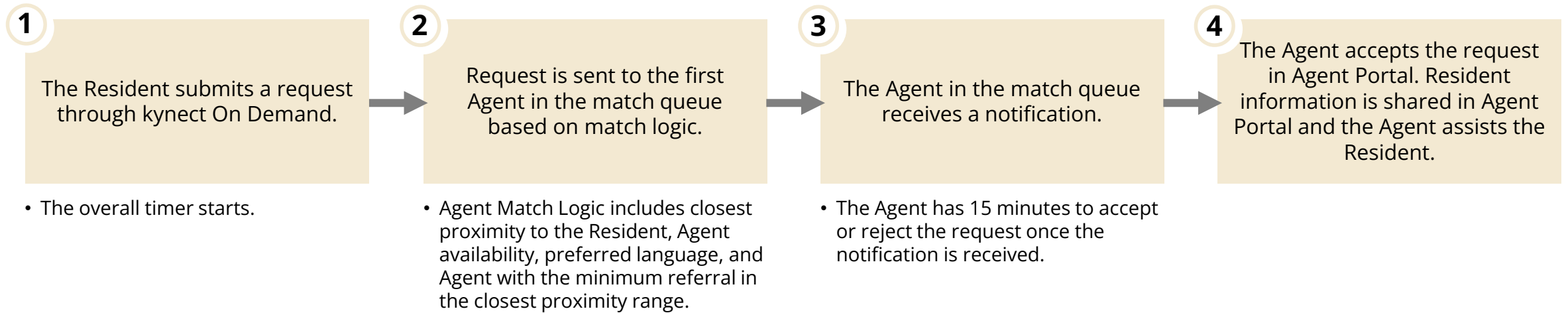
There are two separate request types Agents may receive:

- **General:** General notifications are sent when an Agent is matched with a Resident request. This notification is only sent to one Agent. Once matched, the Agent has 15 minutes to respond.
 - Agents' registration may be cancelled if they fail to respond to three (3) consecutive general referrals.
- **Mass:** If an Agent rejects or fails to respond to a general notification, a mass notification is sent to the next 10 available Agents. The notification expires for the original Agent and the notification remains pending until one of the remaining Agents accepts the request.

Please note: If one of the Agents accepts the Mass request, the request for the remaining Agents expires, and the listing will be removed from their Referral Manager inbox once the page is refreshed.

kynect On Demand Process Flow: First Agent Accepts Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted accepts the request.



kynect On Demand Process Flow: First Agent Accepts Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted accepts the request.

Agent Accepts Request

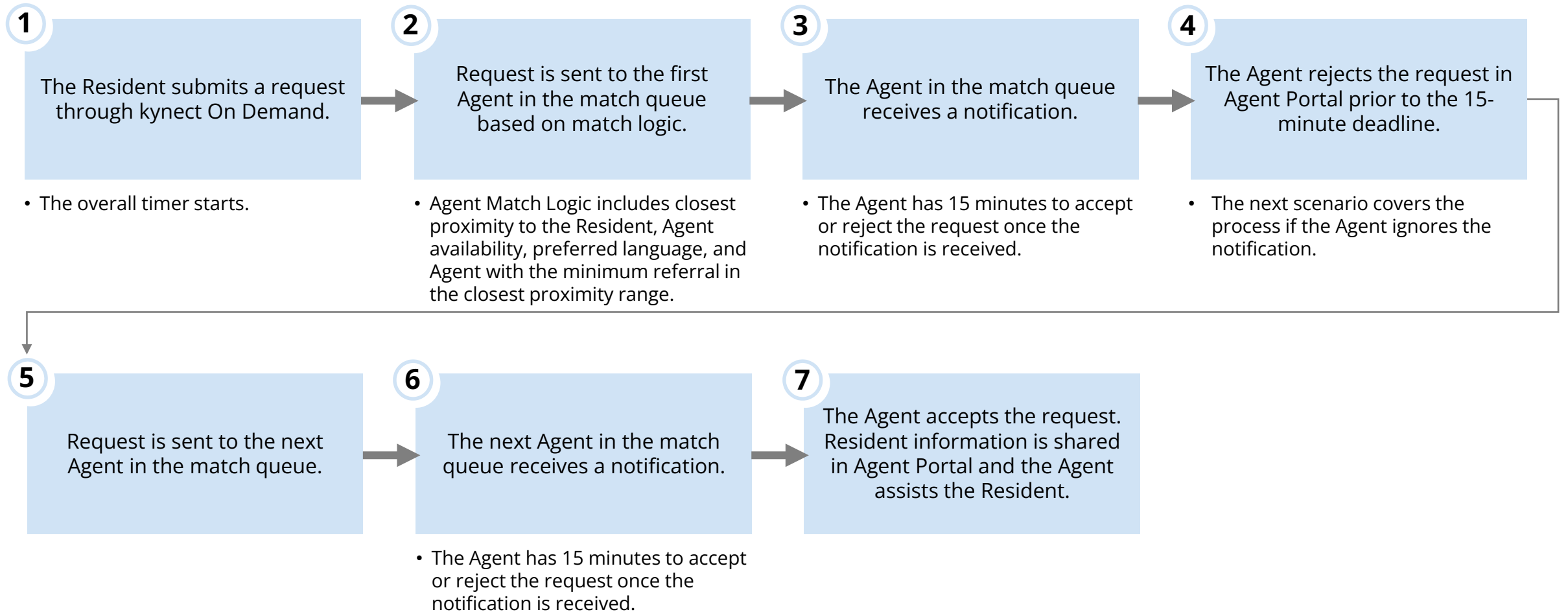
- 1) Referral Status is **Pending** with Accept/Reject button available.
 - 15-minute timer begins
- 2) Agent accepts and Resident name/contact details display.
 - Referral Status changes from **Pending** to **In-Progress**.
 - Referral request is updated to **Accepted**.
- 3) Agent updates the status of the request to **Complete** after contacting and assisting the Resident.

Referral Manager

Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
General		40506		05/23/2023 11:01 AM	✓ ✗	Pending
General	John Doe	40506	123-456-7890	05/23/2023 11:01 AM	Accepted	In Progress v
General	John Doe	40506	123-456-7890	05/23/2023 11:01 AM	Accepted	Completed v

kynect On Demand Process Flow: First Agent Rejects Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted rejects the request.



kynect On Demand Process Flow: First Agent Rejects Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted rejects the request.

Agent Rejects Request

- 1) Referral request is **Pending** with Accept/Reject button available.
 - 15-minute timer begins
- 2) The first Agent rejects the request within 10 minutes and Resident name/contact details are not shared.
 - Referral Status changes from **Pending** to **Rejected**.
- 3) Referral request sent to the second Agent who accepts the request.

Referral Manager

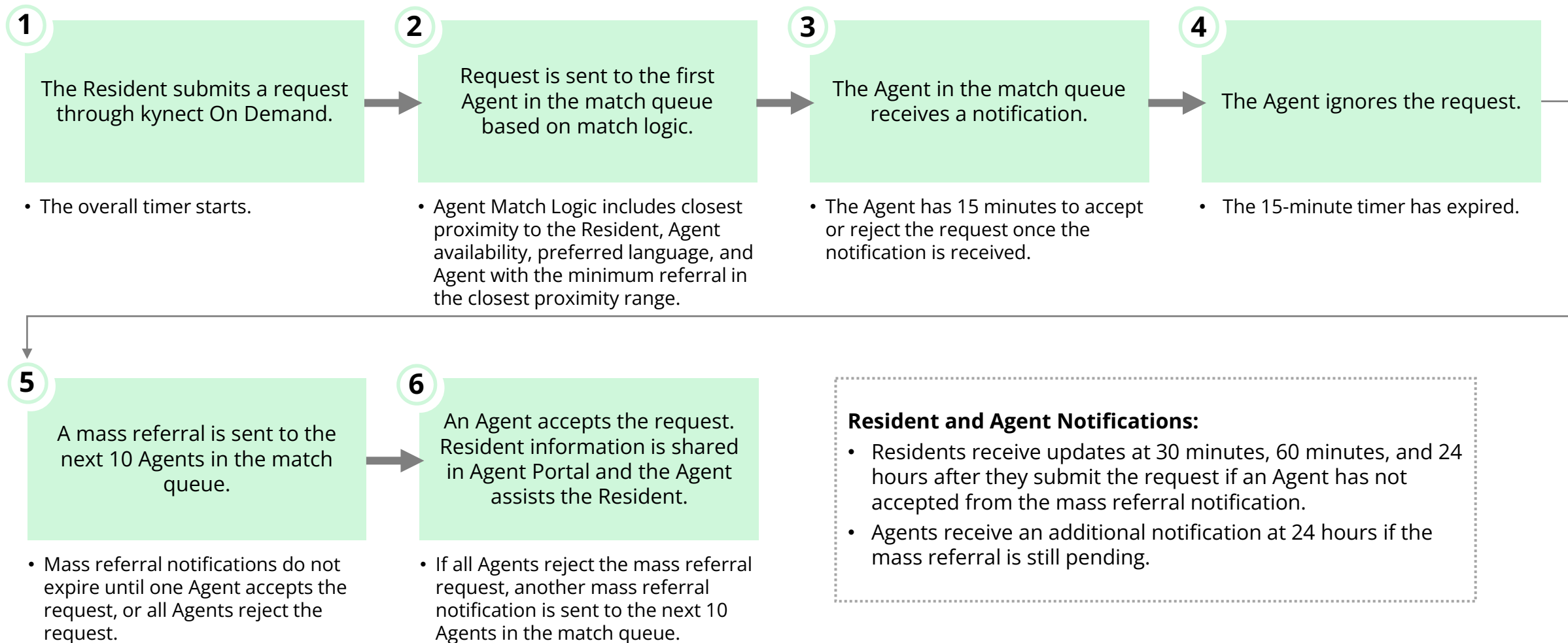
Agent 1	Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
	General		40506		05/23/2023 11:01 AM	<input checked="" type="checkbox"/> <input type="checkbox"/>	Pending

Agent 2	Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
	General		40506		05/23/2023 11:01 AM	<input type="checkbox"/> <input checked="" type="checkbox"/>	Rejected

Agent 2	Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
	General		40506		05/23/2023 11:07 AM	<input type="checkbox"/> <input checked="" type="checkbox"/>	Rejected

kynect On Demand Process Flow: First Agent Ignores Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted ignores the request.



kynect On Demand Process Flow: First Agent Ignores Request

kynect On Demand requests are based on Agent match logic and request response type. Below details a scenario if the first Agent contacted ignores the request.

Agent Ignores Request

- 1) Referral request is **Pending** with Accept/Reject button available.
 - 15-minute timer begins
- 2) The first Agent does not respond, and Resident name/contact details are not shared.
 - Referral Status changes from **Pending** to **Missed Referral**.
- 3) Mass notification is sent to the next 10 Agents. One Agent accepts the request and updates the status to **Complete** after contacting and assisting the Resident.

Referral Manager

Agent 1	Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
	General		40506		05/23/2023 11:01 AM	✓ ✗	Pending

↓

	Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
	General		40506		05/23/2023 11:01 AM	Missed	

↓

Agent X	Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
	Mass	John Doe	40506	123-456-7890	05/23/2023 11:18 AM	Accepted	Completed v

Agent General Request Messaging

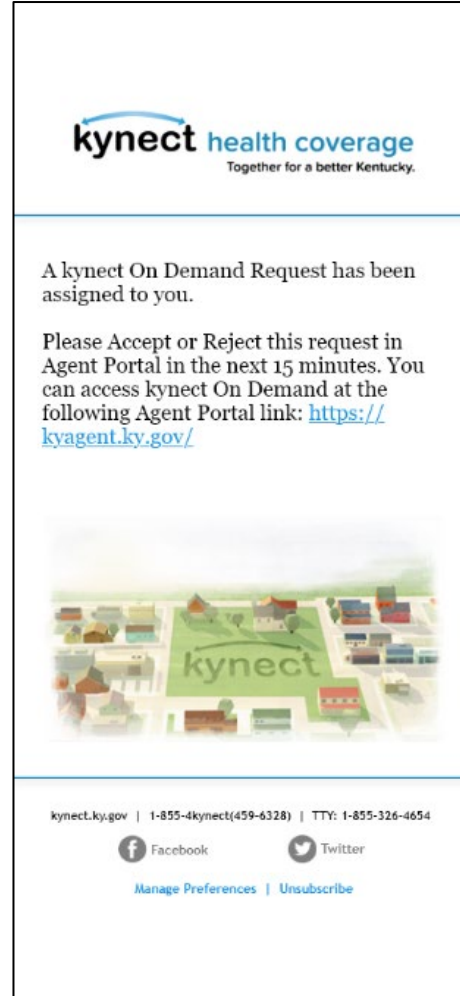
Subject Line: New Request – kynect On Demand

Message Text

A kynect On Demand Request has been assigned to you.

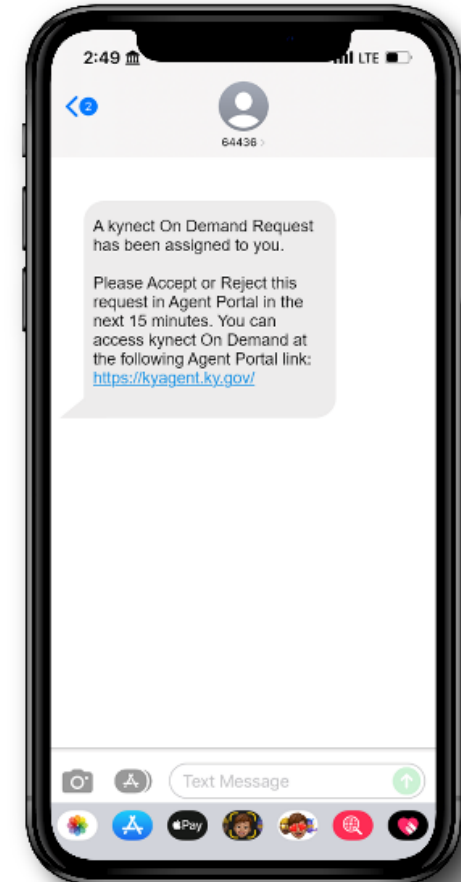
Please Accept or Reject this request in Agent Portal in the next 15 minutes. You can access kynect On Demand at the following Agent Portal link: <https://kyagent.ky.gov/>

Email Notification



The email notification template features the kynect health coverage logo at the top, with the tagline "Together for a better Kentucky." Below the logo, the text reads: "A kynect On Demand Request has been assigned to you. Please Accept or Reject this request in Agent Portal in the next 15 minutes. You can access kynect On Demand at the following Agent Portal link: <https://kyagent.ky.gov/>". A central graphic shows a stylized town with the word "kynect" in the middle. At the bottom, contact information is provided: "kynect.ky.gov | 1-855-4kynect(459-6328) | TTY: 1-855-326-4654", along with Facebook and Twitter social media icons, and links for "Manage Preferences" and "Unsubscribe".

SMS Notification



Agent Mass Request Messaging

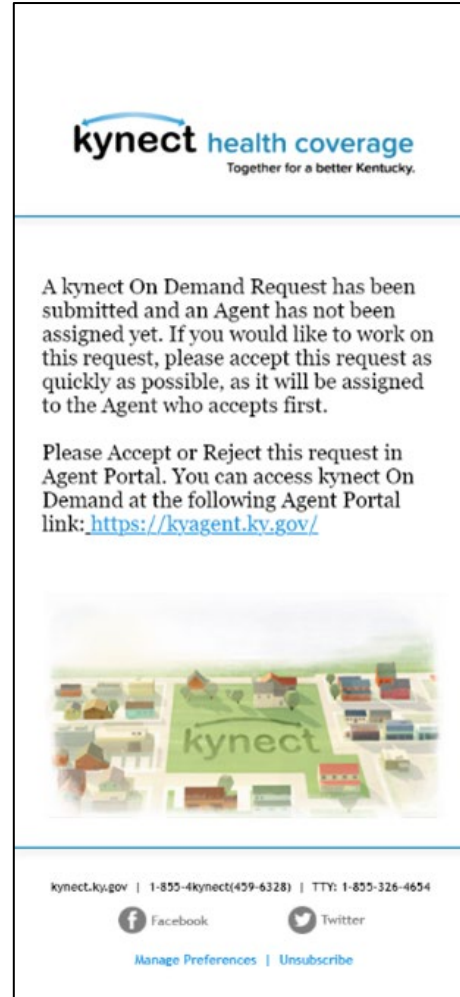
Subject Line: New Mass Request – kynect On Demand

Message Text

A kynect On Demand Request has been submitted and an Agent has not been assigned yet. If you would like to work on this request, please accept this request as quickly as possible, as it will be assigned to the Agent who accepts first.

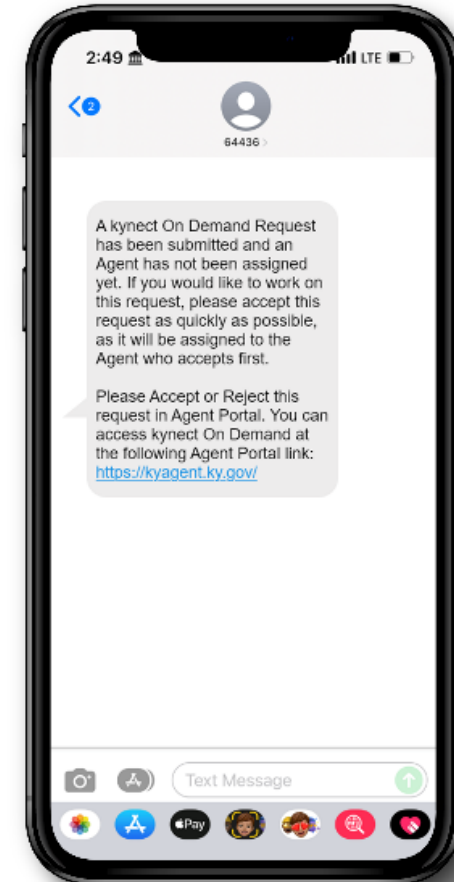
Please Accept or Reject this request in Agent Portal. You can access kynect On Demand at the following Agent Portal link: <https://kyagent.ky.gov/>

Email Notification



The email notification features the kynect health coverage logo at the top, with the tagline "Together for a better Kentucky." Below the logo, the main body of the email contains the following text: "A kynect On Demand Request has been submitted and an Agent has not been assigned yet. If you would like to work on this request, please accept this request as quickly as possible, as it will be assigned to the Agent who accepts first." This is followed by a second paragraph: "Please Accept or Reject this request in Agent Portal. You can access kynect On Demand at the following Agent Portal link: <https://kyagent.ky.gov/>". Below the text is a small graphic of a neighborhood with the word "kynect" in the center. At the bottom, there is contact information: "kynect.ky.gov | 1-855-4kynect(459-6328) | TTY: 1-855-326-4654", social media icons for Facebook and Twitter, and links for "Manage Preferences" and "Unsubscribe".

SMS Notification



Resident Messaging

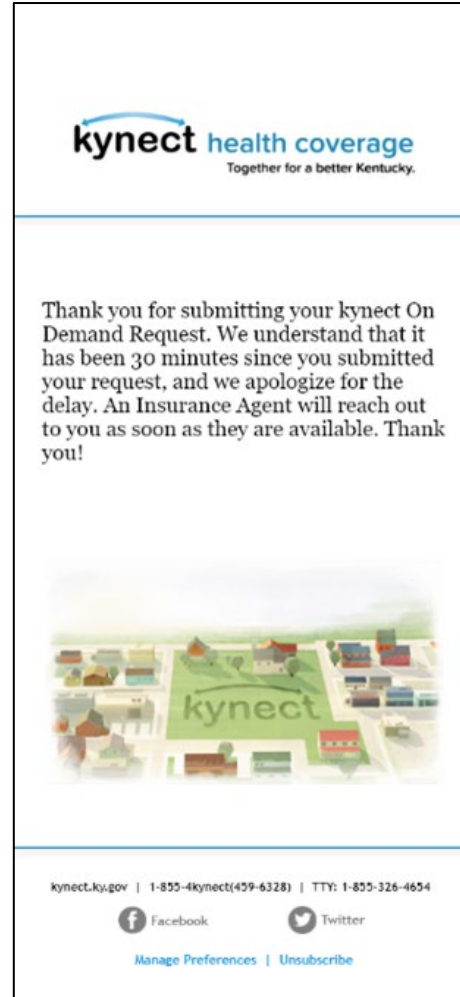
Subject Line: Update on you kynect On Demand Request

Message Text

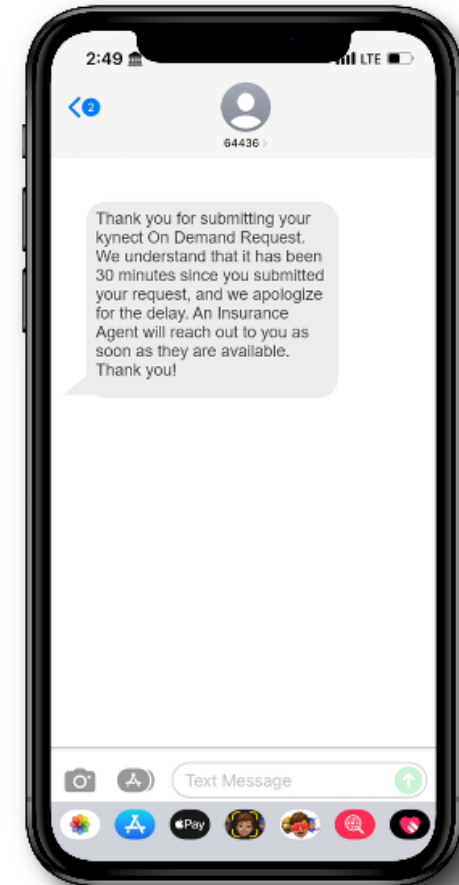
Thank you for submitting your kynect On Demand Request. We understand that it has been 30 minutes since you submitted your request, and we apologize for the delay. An Insurance Agent will reach out to you as soon as they are available. Thank you!

Please note: Resident messaging ends after 24-hours. Agents who received previous General and/or Mass referrals will receive reminders until the request is accepted.

Email Notification



SMS Notification



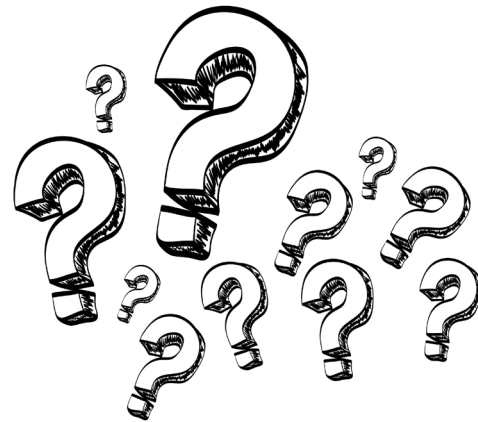
Knowledge Check #2

True or False: The two notification types are General and Mass.

True

False

Answer using the Polls box!



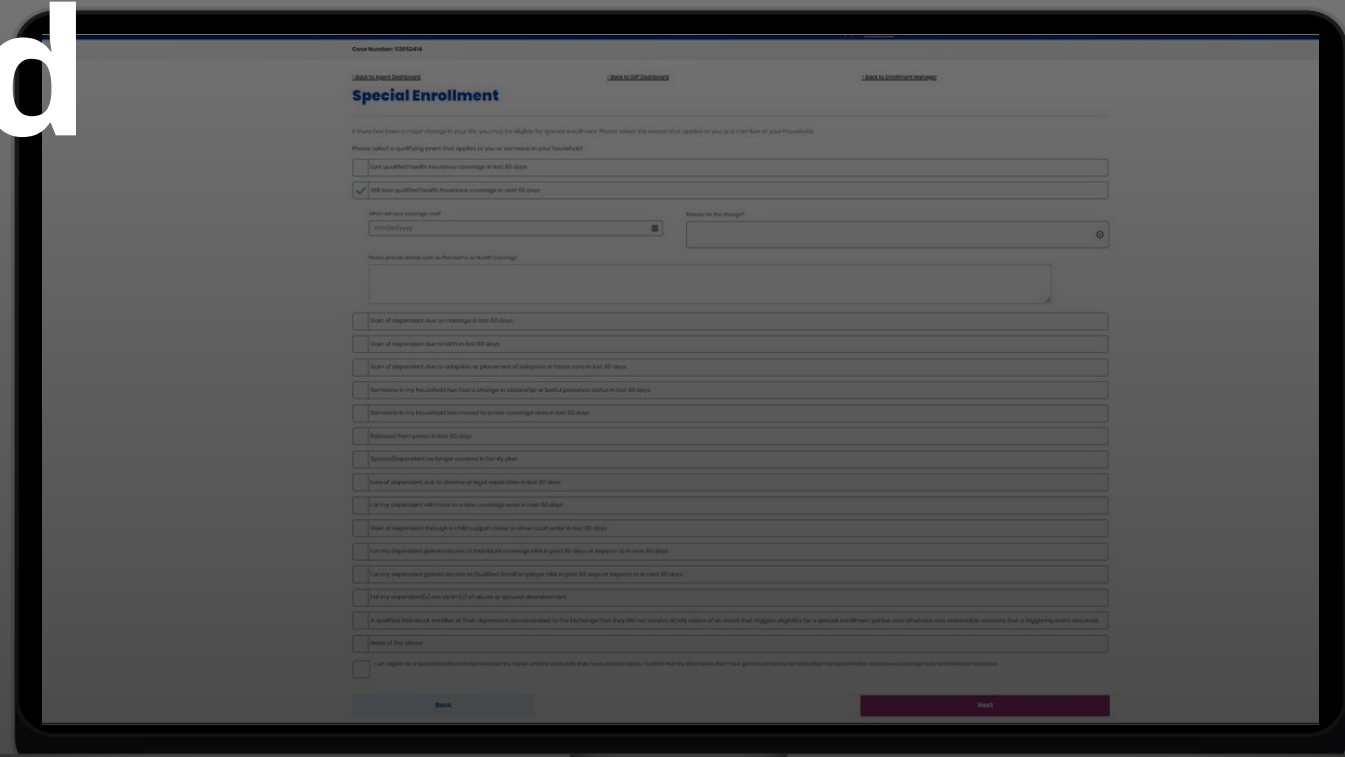
Knowledge Check #2 - Answer

True or False: The two notification types are General and Mass.

True



kynect On Demand Dashboard



Quick Updates Screen

Quick Updates section displays notification about number of pending referrals (both General and Mass) and missed referrals (General) for the day.

Turn *Today's Availability* off or refresh the screen.

View *Today's Notifications*.

Expand the other tabs to view the information.

The screenshot shows the 'Quick Updates' section of the Kentucky Health Benefit Exchange. At the top, there is a navigation bar with 'My Account' and 'Help'. Below that is a menu with 'Overview', 'Book Of Business', 'My Quotes', 'My Delegates', 'Messages', 'kynect On Demand', and 'Settings'. The 'kynect On Demand' tab is active. In the top right corner, there is a toggle for 'Today's Availability' which is currently 'ON' with a checked checkbox and a 'Refresh' button with a circular arrow icon. Below this is the 'Quick Updates' section, which contains a message: 'Your assigned referrals that are pending or missed today are displayed below. You can view and manage the referral request in Referral Manager.' Underneath is a table with the following data:

Referral Type	Today's Notifications
General	You have 1 referral assigned and pending
General	You have 0 missed referral
Mass	You have 0 referral assigned and pending

Below the table is a list of expandable tabs: 'Referral Manager', 'View Metrics', 'My Availability', 'Preferred contact', and 'De-Register'. At the bottom of the page, there is a footer with 'Privacy Policy | Terms of Use | Contact Us | www.khbe.ky.gov | 1- (855) 326-4650'.

Referral Manager Screen

Referral Manager section allows Agents to expand and view the referrals and manage the assigned referrals.

Search for referrals as needed by entering *Name, From Date, To Date*, or selecting the *Referral Status*.

Name Referral Status **All** v

From Date To Date

Reset **Search**

Accept or **Reject** a referral and update the *Referral Status*.

Referral Type	Name	Customer Zip Code	Contact Details	Referral Assigned	Action	Referral Status
Mass		40506		05/23/2023 11:07 AM	✓ ✗	Pending
General	John Doe	40507	123-456-7892	05/21/2023 09:19 AM	Accepted	In Progress v
General		40506		05/15/2023 01:01 PM	Missed	
Mass	Jane Doe	40510	janedoe@abc.com	05/14/2023 02:32 PM	Accepted	Follow-up in Progress v
General	Ben Smith	40501	233-333-3333	05/12/2023 04:01 PM	Accepted	Unable to reach customer v
General	Jason Jr	40506	222-222-2222	05/12/2023 04:45 PM	Accepted	Completed v
General		40506		05/08/2023 11:20 AM	Rejected	
Mass	Amy Beth	40506	amybeth@xyz.com	05/07/2023 10:01 PM	Accepted	Completed v

View referral details.

View applicable *Notes*.

Note:

1. If you are assigned a 'General' referral then you are expected to take an action within **15 min** and if no action taken then your referral will expire and will be sent to next available agent in kynect on Demand.
2. If you are assigned a 'Mass' referral and accepted then based on 'First Come First Serve' system will share the customer contact information to the first accepted agent.

View Metrics Screen

View Metrics section provides information about the assigned referrals and associated counts.

Filter metrics as needed by Frequency, Start Date, and End Date.

Your current monthly metrics is displayed by default. To view your metrics for different period choose an option from Frequency.

Frequency v
 Start Date
End Date

View metric details.

General Referrals		Mass Referrals	
Total Accepted Referrals	6	Total Accepted Referrals	5
Total Rejected Referrals	3		
Total Missed Referrals	1		
Breakdown of Accepted General Referrals		Breakdown of Accepted Mass Referrals	
Completed Referrals	4	Completed Referrals	2
Unable to reach customer	2	Unable to reach customer	1
Follow-up in progress	0	Follow-up in progress	1
Follow-up completed	0	Follow-up completed	0
In Progress Referrals	0	In Progress Referrals	1

My Availability Screen

My Availability section has 2 sections – Available Hours and Out of Office Hours. Agents can review and update the available hours and out of office hours.

Kentucky Health Benefit Exchange Welcome Hilda Garcia | Sign Out | About | Help

My Account Help

Overview Book Of Business My Quotes My Delegates Messages **kynect on Demand** Settings

My Availability

You can update anytime your available hours or out of office hours according to your needs.

Available Hours

Time Zone: Eastern Standard Time (EST) v

Day	Start Time	To	End Time	Actions
Sunday	hh v mm v	To	hh v mm v	Add Break <input checked="" type="checkbox"/> Not Available
Monday	09 v 00 AM v	To	05 v 00 PM v	Add Break <input type="checkbox"/> Not Available
Tuesday	09 v 00 AM v	To	05 v 00 PM v	Add Break <input type="checkbox"/> Not Available
Wednesday	09 v 00 AM v	To	05 v 00 PM v	Add Break <input type="checkbox"/> Not Available
Thursday	09 v 00 AM v	To	05 v 00 PM v	Add Break <input type="checkbox"/> Not Available
Friday	09 v 00 AM v	To	05 v 00 PM v	Add Break <input type="checkbox"/> Not Available
Saturday	12 v 00 PM v	To	03 v 00 PM v	Remove Break
	hh v mm v	To	hh v mm v	Add Break <input checked="" type="checkbox"/> Not Available

Out of Office Hours

Start Date: Start Time: hh v mm v

End Date: End Time: hh v mm v No End Time

Cancel Save

Select the applicable **Time Zone**.

Select the daily **Available Hours**.

Select any applicable **Out of Office Hours**.

Select any **Unavailable Day(s)**.

Add **Break(s)** to block off time for lunch, meetings, etc.

Preferred Contact Screen

Preferred Contact section allows Agents to review the preferred contact details and select the preferred contact method option to receive notifications. To update these details, Agents should call the Department of Insurance (DOI).

Kentucky Health Benefit Exchange

Welcome Hilda Garcia | Sign Out | About | Help

My Account Help

Overview Book Of Business My Quotes My Delegates Messages **kynect On Demand** Settings

Today's Availability ON Refresh

Quick Updates

Your assigned referrals that are pending or missed today are displayed below. You can view and manage the referral request in Referral Manager.

Referral Type	Today's Notifications
General	You have 1 referral assigned and pending
General	You have 0 missed referral
Mass	You have 0 referral assigned and pending

Referral Manager

View Metrics

My Availability

Preferred Contact

Your current DOI contact details and preferred language(s) are displayed below. You can update this information using [Settings](#).

Preferred Contact Method: Email and Text v

Phone Number: 123-456-7899

Email: hgarcia@abc.com

Preferred Language: English, Spanish

Cancel Save

De-Register

Update contact details as needed.

De-Register Screen

De-register section allows Agents to disenroll themselves from the kynect On Demand program. Agents may de-register from kynect On Demand after 30 days.

Kentucky Health Benefit Exchange

Welcome Hilda Garcia | Sign Out | About | Help

My Account Help

Overview Book Of Business My Quotes My Delegates Messages **kynect On Demand** Settings

Today's Availability ON Refresh

Quick Updates

Your assigned referrals that are pending or missed today are displayed below. You can view and manage the referral request in Referral Manager.

Referral Type	Today's Notifications
General	You have 1 referral assigned and pending
General	You have 0 missed referral
Mass	You have 0 referral assigned and pending

- Referral Manager
- View Metrics
- My Availability
- Preferred contact
- De-Register**

If you do not want to participate in kynect on Demand, select "I am not interested to participate in kynect on Demand". Until you register you will not be able to participate in this program.

I am not interested in participating in kynect On Demand.

Cancel Save

De-register from kynect On Demand by clicking **I am not interested in participating in kynect Od Demand** and click **Save**.

Knowledge Check #3

True or False: Agents may set their availability including out of office hours, breaks, and more through the My Availability screen.

True

False

Answer using the Polls box!



Knowledge Check #3 - Answer

True or False: Agents may set their availability including out of office hours, breaks, and more through the My Availability screen.

True



The background of the slide is a dark, textured surface covered with numerous question marks of varying shades of gray and black, creating a sense of depth and inquiry. A thin, horizontal blue line is positioned above the text.

Questions and Answers

Please ask any using the **Q&A Icon** located at the bottom of your Zoom screen.

