# kynect On Demand

# kynect On Demand Overview

Below provides an overview of kynect On Demand (KOD).

## What does KOD do?

KOD allows Residents to request assistance with applications submitted through kynect, plan enrollments, or both, and receive a call back from an Agent or kynector within 30 minutes.

## How can KOD help Residents?

By accepting referrals and assisting Residents with their benefits applications, Agents and kynectors have the opportunity to increase the number of Residents that they are able to assist in their community.

## How do kynectors access KOD?

Agents and kynectors can access KOD by navigating to the **kynect On Demand** tab on their Dashboard. Once there, they can easily set their availability and preferences.

### PLEASE NOTE

Agents and kynectors must first register for the KOD program to be able to receive KOD referrals and assist Residents. For additional information and steps on how to register, reference the kynect On Demand QRG.

# kynect On Demand Dashboard: General Referrals vs. Mass Referrals

Below provides an overview of the Quick Updates screen on the KOD Dashboard.

After opening the KOD Dashboard, the **Quick Updates** landing screen will display. This section shows notifications pertaining to the number of pending referrals (General and Mass) and missed referrals (General) for the current day.

## GENERAL REFERRALS

➢ General Referrals occur when a Resident submits a KOD request.

➢ KOD identifies the appropriate path and assigns the General Referral to the available Agent or kynector who is **expected to take action within 15 minutes** from the time of assignment.

➢ **If no action is taken or rejected**, the referral will expire and be sent to the next available Agent or kynector.

➢ If an Agent or kynector fails to respond to three (3) consecutive General Referrals, they **will be de-registered from KOD**.

## MASS REFERRALS

➢ Mass Referrals occur when a General Referral is not accepted by an Agent or kynector within the allotted 15 minutes.

➢ Mass Referrals are assigned to the Agent or kynector that **accepts it first**, so they must take action by either accepting or rejecting the referral as quickly as possible.

➢ If an Agent or kynector misses a Mass Referral, they **will not be de-registered from KOD**.

## PLEASE NOTE

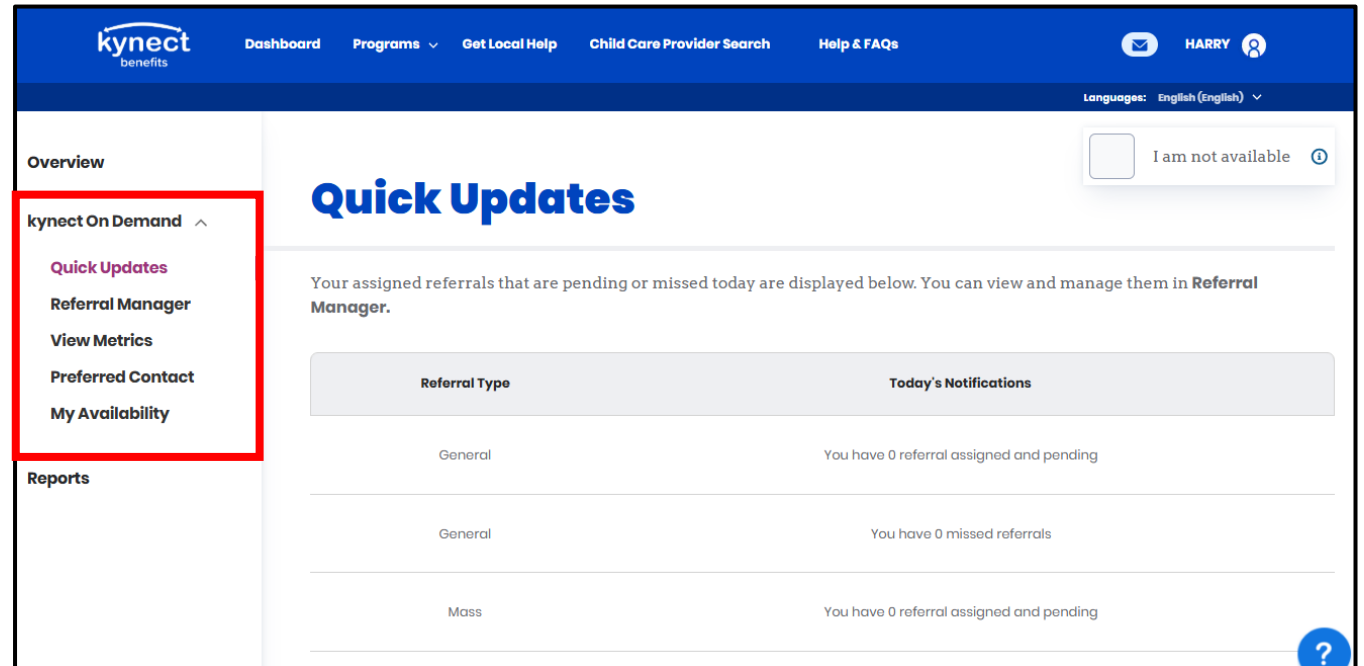For additional information, reference the kynect On Demand QRG.

Below highlights key features accessible through KOD.

**1**

From the left-hand side, under the **kynect On Demand** tab, kynectors can select their desired functionality.

↳ **Quick Updates**: View today's notifications.

↳ **Referral Manager**: Access open requests.

↳ **View Metrics**: View applicable metrics.

↳ **Preferred Contact**: Edit contact details.

↳ **My Availability**: Edit weekly availability.



**PLEASE NOTE**

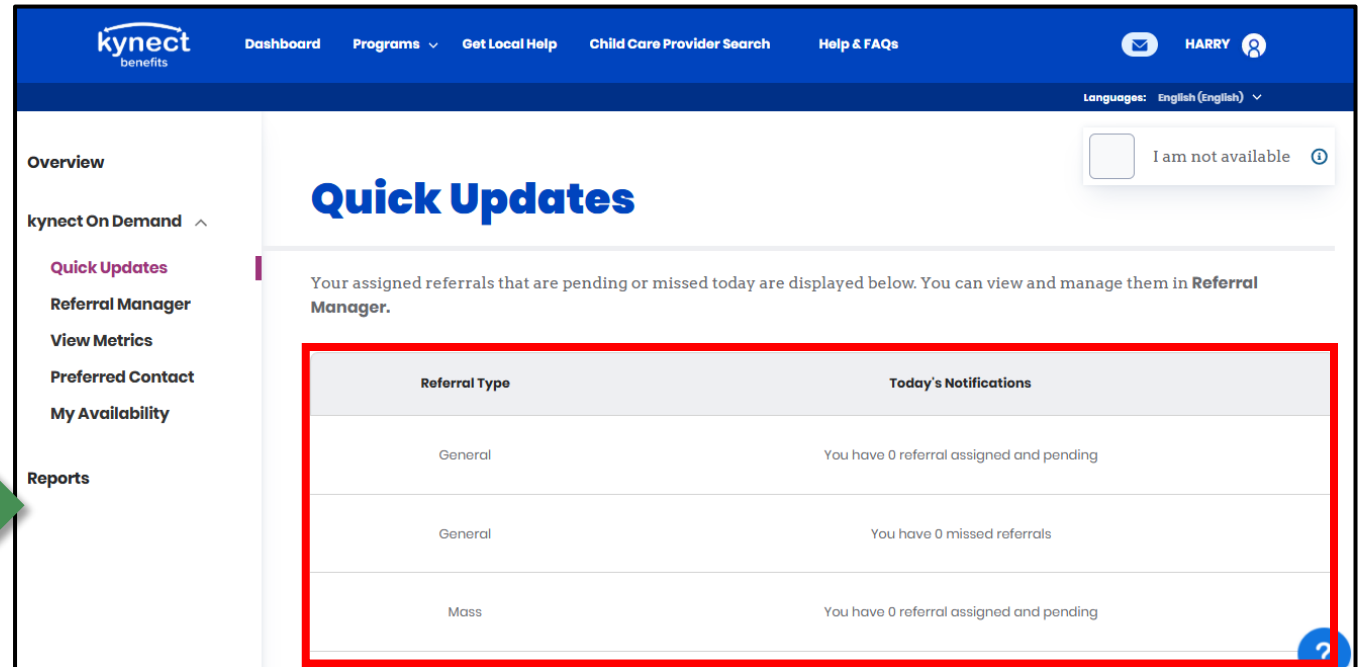💡 KOD is a real-time functionality that allows Residents to request assistance from Agents and kynectors based their availability.

Below highlights key features accessible through KOD.

**2**

The *Quick Updates* section of KOD serves as a kynector's notification hub. All referrals and their respective status can be accessed on this page.



5

Below highlights key features accessible through KOD.

kynect

Together for a better Kentucky

Overview

kynect On Demand ⌃

**Quick Updates**

**Referral Manager**

**View Metrics**

**Preferred Contact**

**My Availability**

Reports

**3**

The *Referral Manager* section of KOD allows kynectors to search for and take action on any referrals they have received.

☐ I am not available ⓘ

# Referral Manager

Name

Referral Status

All

Referral Received Date

All Time

Reset

Search

| Referral Type | Name | Customer Zip Code | Contact Details | Referral Assigned | Action | Referral Status |
|---|---|---|---|---|---|---|

No records found

**Note:**

1. If you are assigned a 'General' referral then you are expected to take action within **15 minutes.** If no action is taken, then your referral will expire, and it will be sent to the next available agent in kynect On Demand.

2. If you are assigned a 'Mass' referral and accept it, then on a 'First Come First Serve' basis, the system will share the customer contact information with you only if you are the first agent to accept.
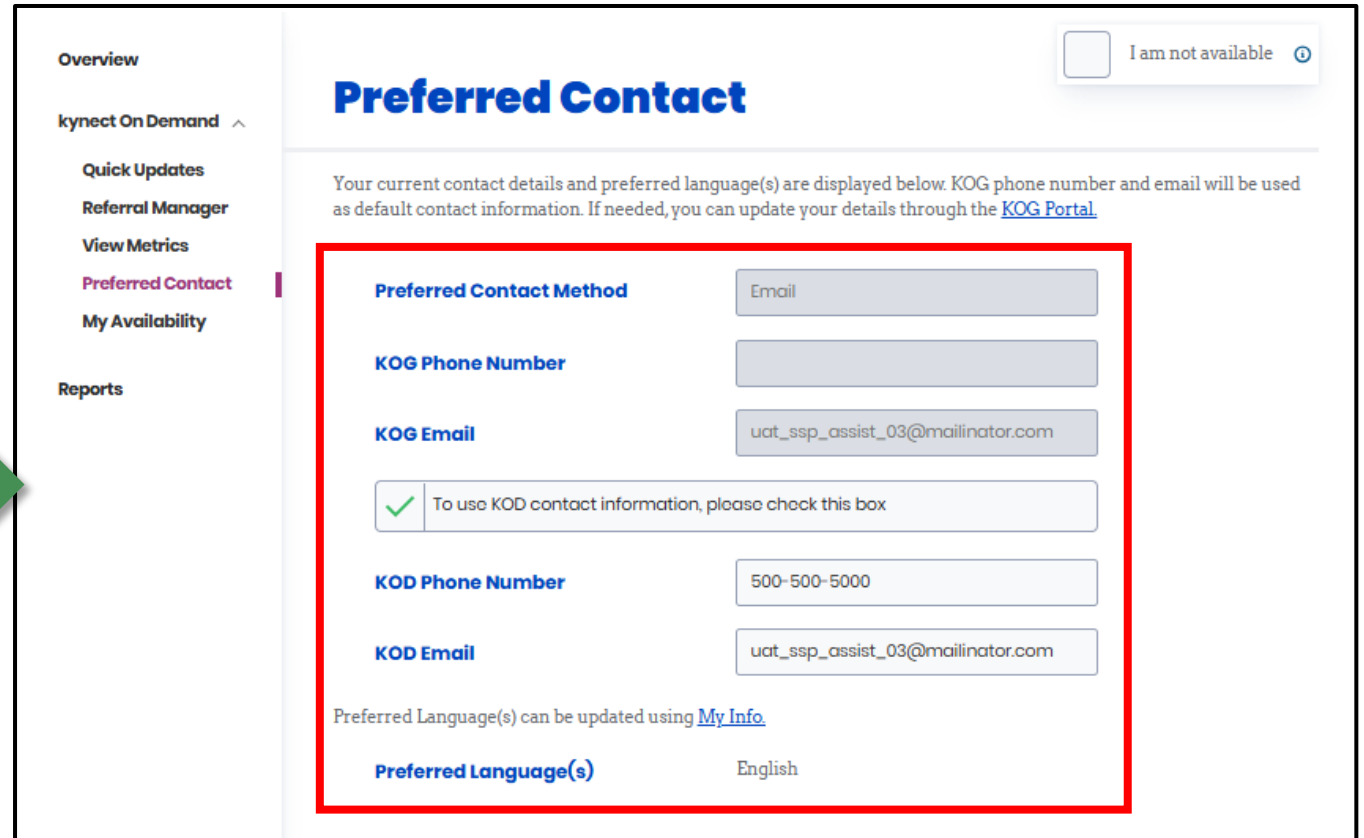
# kynect On Demand Features (4 of 5)

Below highlights key features accessible through KOD.

**4**

The *Preferred Contact* section allows kynectors to update their **KOD Phone Number**, **KOD Email**, and **Preferred Language(s)**.



**Overview**

**kynect On Demand** ∧

**Quick Updates**

**Referral Manager**

**View Metrics**

**Preferred Contact**

**My Availability**

**Reports**

I am not available ⓘ

## Preferred Contact

Your current contact details and preferred language(s) are displayed below. KOG phone number and email will be used as default contact information. If needed, you can update your details through the KOG Portal.

**Preferred Contact Method**   Email

**KOG Phone Number**

**KOG Email**   uat_ssp_assist_03@mailinator.com

✓ To use KOD contact information, please check this box

**KOD Phone Number**   500-500-5000

**KOD Email**   uat_ssp_assist_03@mailinator.com

Preferred Language(s) can be updated using My Info.

**Preferred Language(s)**   English
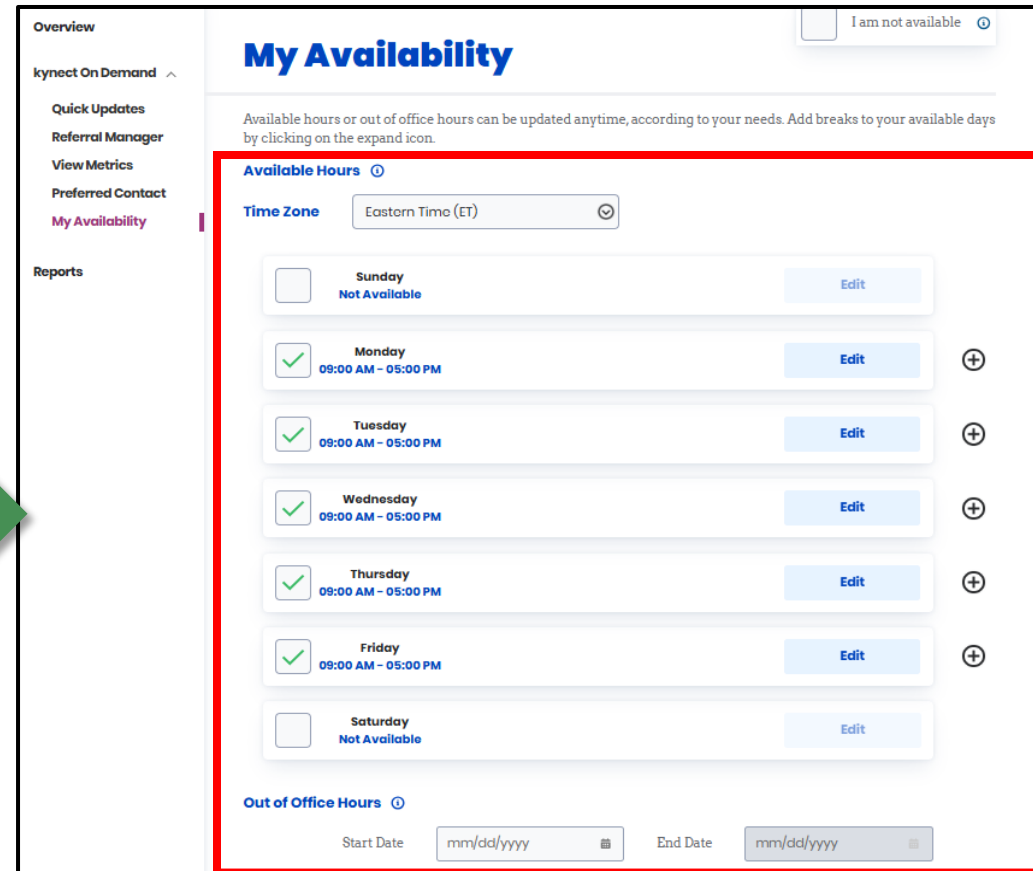
---

**PLEASE NOTE**

If Agents or kynectors would prefer to list a different **KOD Phone Number** or **KOD Email** than what is listed, they can manually enter alternate contact information to receive KOD referrals.

Below highlights key features accessible through KOD.

**5** The *My Availability* section allows kynectors to update their **Available Hours** throughout the week and set flexible **Out of Office Hours**.



**PLEASE NOTE**

If Agents or kynectors sign in outside of their assigned working hours, their Current Availability will be turned off.