

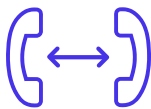


Whistleblower Hotline Caller Experience



Step 1: Dialing the Hotline Number

- As a whistleblower, when you decide to report a concern or wrongdoing at your workplace, you start by picking up the phone.
- You'll dial a special 24/7/365 speak-up phone number known as the "Whistleblower Hotline." This number is provided by the organization and is specifically set up for reporting concerns in a safe and confidential way.
- These numbers are available via the following methods: International Toll-Free Numbers, Geographical Local Numbers, or Global Toll-Free Numbers.



Step 2: Connecting to the Hotline

- Once you've dialed the Whistleblower Hotline number, you'll hear the phone ringing as it connects you to the hotline service.
- It's important to remember that this hotline is designed to protect your identity and keep your report confidential if desired by the caller.
- If the line provided is a dedicated number to the company, the caller will be greeted with "Welcome to the "X Company" Hotline". If this is a shared line, the caller will be prompted to disclose which organization they are calling about.



Step 3: Speaking with a Trained Specialist

- When someone from the hotline service answers the call, you'll have the opportunity to share the details of your concern or the wrongdoing you've observed.
- The person on the other end of the line is usually a trained specialist or professional who knows how to handle these types of reports. They are there to listen to you and gather all the important information. These individuals have received world-class empathy and call-handling training to ensure callers receive the best experience possible.
- Every call is live and answered in English, French, and Spanish by a trained specialist contact center agent. If the caller requires support in a different language, the call center agent will request for an interpreter to join the call. This process can take up to several minutes due to the translator's availability.
- Interpretation is available in over 150 additional languages.



Step 4: Providing Details

- As the whistleblower, you will explain what you've witnessed or experienced in as much detail as you're comfortable with. This may include the who, what, where, when, and how of the situation.
- Don't worry; your identity is protected during this call, so you can speak freely without fear of retaliation unless you are comfortable disclosing your identity.



Step 5: Asking Questions

- The hotline specialist will ask you questions to ensure they fully understand the situation. They may ask about any evidence or witnesses, but they will keep your identity confidential throughout the conversation.
- These questions will be followed based on the organization's questioning structure provided to the software provider. The call center agent will enter this directly into an online portal which will input directly into the case management system.



Step 6: Getting a Reference Number

- After your conversation, you'll receive a reference number and password. This number helps you track the progress of your report and maintain communication with the hotline service if needed.



Step 7: Resolution

- The hotline service will investigate the report and take appropriate action. Your organization will work to address the concern and ensure that any wrongdoing is dealt with properly.

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