

Balance

FAQs



How can I access Balancy?

1. Download Balancy to your mobile phone from the App Store (iOS) or Google Play Store (Android). Download instructions are available, if necessary.
2. Register using the ACCESS CODE provided on the promotional materials and/or member website.
3. Quick Start Guides are available on request.

What can I expect from Balancy?

Members will have access to robust Wellbeing content (articles, videos and audio), Mood Check-in, Alena Chatbot, Daily Quotes, Acts of Kindness, the Member Website and the Communication functionalities listed below.

- Call (Phone and In-App)
- Video
- Instant Message (IM)
- Test Message

Customised demo versions of Balancy may not show all the communication functionalities mentioned above.

Does Balancy work on a global basis?

Yes, Balancy works globally.

Is Balancy staffed 24/7?

Yes, Balancy is staffed by central answer 24/7. For local answer, **calls** will be routed to the local WPO service centre, or global partner, during its business hours and will be covered by the central answer outside of those hours. The other communication functionalities will be routed to WPO, with the exception of Mexico.

Is Balancy staffed 24/7 in languages other than English?

The call functionality is staffed 24/7 in local languages, either through WPO or Global Partners. Even if there is no native speaker available at a given time, WPO will use LanguageLine services.

Instant Message and Text Message are available 24/7 in local languages. Even if there is no native speaker available at a given time, we will use machine translation to provide an answer.

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Video is the only communication functionality for which we cannot guarantee 24/7 availability in languages other than English. However, any scheduled video sessions will be held in the local language.

What languages are available in the Balancy App?

Balancy is now available in English-United States, English-United Kingdom, Arabic, Bengali, Chinese-Simplified, Chinese-Traditional, Czech, Dutch, French, French Canadian, German, Hindi, Indonesian, Italian, Japanese, Polish, Portuguese-Brazil, Spanish-LATAM, Swedish, and Tagalog.

How do I download Balancy in languages other than English?

When registering, you will be prompted to select the language you want the app to display in.

How does the In-App Call work?

The In-App Call is a new feature to help members when they are on transit and need support without the need to make an international call. All they need is an internet connection and the call will be placed.

What happens if the member selects the wrong language when installing the app?

Members can change the app language on the Profile Settings section of the app at any time.

Is Balancy staffed in all mentioned languages?

Not necessarily. The above language list refers to the language in which the members can see the app. WPO staffs Balancy in the service centre languages during the service centres' (or local partners in the case of phone calls) working hours. After-hours, Balancy is staffed by central answer.

How does the ALENA chatbot work?

Alena is a chatbot that we developed to help the members with common questions. It will guide members with the most common questions and contact us using the communication features, if needed. It is not a conversational AI, and it is programmed to specific paths.

How does content recommendation work?

Content recommendation relies on the choices members make during the registration process and their chosen Profile settings. Members can select different options related to their goals and achievements whilst using Balancy. These preferences help us tailor content recommendations that align with their selected options. Additionally, we use inputs from the Mood Check-In feature to suggest content that supports members in managing the emotions they are experiencing when they complete the Mood Check-In.

Is Balancy accessible for people with disabilities?

Yes – Balancy is WCAG compliant with AA grade. Being compliant with the Content Accessibility Guidelines (WCAG) international standard means that Balancy is compatible with

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both iOS and Android accessibility features such as label and text voice over, adjustable screen contrast and font sizing.

What are the Balancy WPO Standard configuration functionalities?

Call, Instant Message (IM), Video, Text Message, Articles, Videos and Audio, Member Website, Provider Locator (for USA, UK and Canada), Alena chatbot, page and social network connections, Daily Quotes and Acts of Kindness and Schedule an Appointment. WPO or client's logo can also be added to the app (optional). As part of a standard implementation process, we can disable any of the communication functionalities. All other functionalities are add-ons and require opportunity scope and approval.

Can members get counselling through IM or Text Message?

For a variety of reasons, WPO does not provide counselling through IM or Text Message.

Does WPO provide clinical assessments through IM or Text Message?

No.

What do members commonly use IM or Text Message for?

Generally, members use these to ask quick questions or to set up later appointments with WPO staff. Members can also request counselling; however, in this case, WPO counsellors will encourage a call for an appropriate clinical assessment.

What Balancy functionalities are used for counselling?

Call and video

Are the articles, videos and audio available in all the existing languages?

Articles, videos and audio are available in all Balancy existing languages; however, the number of articles available varies from language to language.

What other functionalities are available as add-ons at an additional cost?

'SOS' button, I AM OK, Mass Communication, Service/Team Selection, Wellbeing Questionnaire, Select a Specialist.