Help and FAQ

Feature Guide

Vitality®

Help and FAQ Feature Guide

Through help features, the user will be provided with guidance on the Vitality product along with the option to request additional help or give feedback.

The high-level mobile help experience is defined below:

1. Suggestion   2. Help answers   3. Related help   4. Still need help?

1. Suggestion

The suggestion screen displays the top five most common questions that the local market has identified. These questions will remain the same, regardless of the location from which the screen is accessed.

Users can capture a query or keywords into the search bar at the top to search for content on a specific topic.

2. Help answers

These screens display responses to questions or keywords searched for by the user.

3. Related help

This section of the screen displays questions and answers that might be related to the question or keyword the user searched on.

4. Still need help?

These screens display the form for requesting additional help on a Help / FAQ topic as well as the relevant success/failure messages when submitting that feedback.

Users can change their email and/or contact number when requesting help.

Carriers will be able to specify the email address that the query should be sent to.