CENTREPOINT
ALLIANCE

INTRODUCING NEW TASK HUB

AGENDA

NEW TASK HUB

NEW STANDARDISED WORKFLOW

DEMO

NEW TASK HUB INTERFACE

NEW TASK HUB INTERFACE

Add Task

Greene, Hershey

Search clients (/)
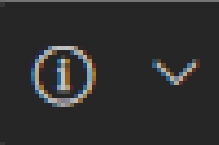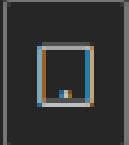
Complete (6)

1a. Contact Client to book review meeting

Aborted (3)

Prepare 'Welcome P

⊙ompass

Tasks

Sort by last modified,
status, due date, etc.

View all task or my task

Filter by Due Date

| Last modified ⌄ | ↓≡ | All tasks ⌄ | Assigned to: 2 selected ⌄ | Due date: All ⌄ | Type ⌄ |

Ascending/Descending

Choose assignee within your group

Filter by Task Type

Unactioned (13)

3. Present Review Pack

⋮

General   6167495

∧ Normal

👤 Mosby, Ted

⌁ 4001. Review the Client

📅 Due 22/05/2023
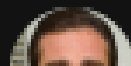
Actioned (2)

test

⋮

General   6054061

∧ Normal

👤 Mosby, Ted

📅 Overdue 31/03/2023

NEW TASK HUB INTERFACE

NEW TASK HUB INTERFACE

NEW TASK HUB INTERFACE

NEW TASK HUB INTERFACE

NEW TASK HUB INTERFACE

3. Present Review Pack

Editable: Status, Priority, Assignee, Due Date →

Status Unactioned ∨
Priority Normal ∨
Assigned to Admin5, Compa...
Due date 22/05/2023

Details

Comments   Checklist   Attachments

Description

[Actions]
This task will activate either when the Review pack is finished or 7 days before the appointment date.

1. Confirm Diary appointment
2. Reminder to Client

View/Edit Task Description

Greene, Hershey — Today, 04:38pm
Reminded client of upcoming appointment

Add View Comment History

View/Edit Checklist

View Attachments

ID

6167495

Task ID

Assigned by

Greene, Hershey

Assigner

Type

General ∨

Subtype

General ∨

Group

🔍 Search for group

Entity

Client ∨   🔍 Mosby, Ted ✕   ⧉

Assigned to

User ∨   🔍 Admin5, Compass ✕

Workflow

4001. Review the Client   ⧉   Parent Thread

Add a comment...   [Add]

[Save] [Cancel]

TASK ACTIVITY CARD

- Task Title
- Task ID
- Type/ Subtype
- Priority
- Client/Entity
- Parent Thread
- Due Date
- Assignee Avatar
- Comment/Checklist/Attachment
- Status

NEW STANDARDISED WORKFLOW
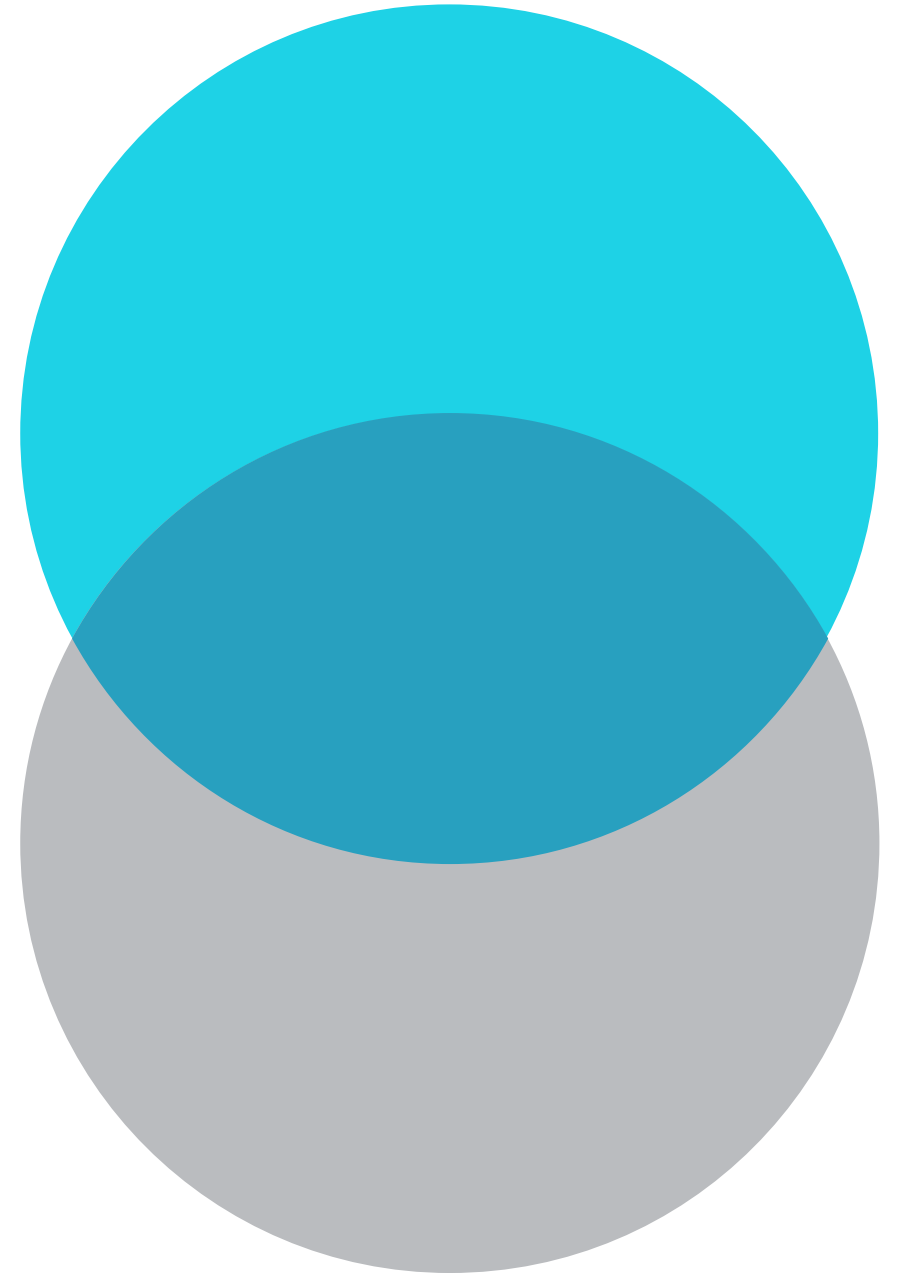
INTRODUCTION

- Historically both Compass and CWT have standardised workflow.

- **The Problem:**

  Standardised workflows that are complex becomes hard for all businesses to adopt.

  Custom workflows are expensive and requires a lot of manpower to build and maintain

- Because all businesses are quite different we have decided to try another approach by making simplified threads so that users can "Save As" or use our workflows as a template

- Each template are designed to simplify the number of tasks and reduce the dependency of specific activating conditions.

FEATURES

- 7 New high-level workflows that is publicly available for use

- No consecutive tasks for the same role*

- Multiple tasks are condensed to utilise the new Checklist function

- Automatic action where applicable:

  - Prompt to email

  - Prompt to upload file note

  - Prompt to open specific pages

  - Change Client fields:

    – Status

    – Anniversary Date

    – Response date

1000. CLIENT DISCOVERY

Thread Activation

Task 1
Initial Prospect Appointment
Admin

Task 2
Conduct initial meeting
Adviser

Task 3
Update Xplan Client Record
Admin

Task 4
Review Client Details
CSM

Thread Complete

Checklist
1. Send Welcome Pack
2. Schedule Appt
3. Follow up
4. Prepare Initial Meeting pack

Client Notes Meeting note

Go To Page Fact Find Wizard

Outcome 2
Not Proceeding
Status = Prospect

Outcome 2
No Proceeding
Status = Archived

2000. ADVICE PREPARATION

Checklist { Ensure Client File Notes are correct

Go To Page { SoA Builder

Task 3b
Edit feedback items from Adviser
Paraplanner

Thread Activation

Task 1
Collate Client Information
Admin

Task 2a
Create Paraplanning Request
Adviser

Int PP

Task 2b
Prepare Advice Document
Paraplanner

Upload Draft SoA in File Note ⚠️ 👍

Changes Required

Task 3a
Review Advice Document
Adviser

Ext PP

Task 3c
Review Advice Documents (External PP)
Adviser

No Changes Required

Checklist {
1. Confirm with Client on scheduled date
2. Book appointment with Client
3. Follow up Client 7 days before

Task 3d
Book Strategy Meeting with Client
Admin

Task 4
Advice Presentation
Adviser

Outcome 1
Client signs ATP and Proceeds

Outcome 2
Send Client SoA

Outcome 3
Client is Not Proceeding

Outcome 4
Existing client but does not want to proceed

Checklist {
1. Confirm with Client on scheduled date
2. Book appointment with Client
3. Follow up Client 7 days before
}

Task 3d
Book Strategy Meeting with Client
Admin

Task 4
Advice Presentation
Adviser

Outcome 1	Outcome 2	Outcome 3	Outcome 4
Client signs ATP and Proceeds	Send Client SoA	Client is Not Proceeding	Existing client but does not want to proceed

Task 5a
Follow Up Client for Signed ATP
Admin

— **Not Proceeding** →

Task 5b
Client not proceeding
Admin

Checklist {
1. Complete Archive Offboarding Wizard
2. Upload any final correspondence
3. Ensure Client Status is Archived
4. If this is an existing Client - please follow adviser for next steps
}

Proceeding

Upload Signed SoA in File Note

Thread Complete

3001. INVESTMENT APPLICATION

Thread Activation

Task 1
Investment Application
Admin

Thread
Complete

Checklist

1. Check Authority to proceed is signed
2. Print forms for client signature (if required)
3. Follow up client to sign forms
4. Lodge forms online or submit forms to provider
5. Follow up provider for confirmation of receipt of application
6. Lodge adviser fee consent (if required)
7. Ensure signed documents are saved in Xplan
8. Email confirmation to Client once account is opened ⚠
9. Check Invest/Transact has been completed as per advice document
10. Confirm regular investment are in place
11. Update Xplan Compliance Fields (e.g. Manage next review)

3002. SUPER APPLICATION

Thread Activation

Task 1
Super Application
Admin

Checklist

Thread
Complete

1. Check Authority to proceed is signed
2. Print forms for client signature (if required)
3. Follow up client to sign forms
4. Rollover funds pending new insurance confirmation
5. Check if new insurance is in place
6. Lodge forms online or submit forms to provider
7. Follow up provider for confirmation of receipt of application
8. Lodge adviser fee consent (If Required)
9. Ensure signed documents are saved in Xplan
10. Email super confirmation to Client once account is opened ⚠
11. Check new super contributions are in place
12. Update Xplan record and compliance section

3002. INSURANCE APPLICATION

Thread Activation

Task 1
Insurance Application
Admin

Thread Complete

Checklist

1. Check Authority to proceed is signed
2. Complete Pre Assessment
3. Print forms for client signature
4. Follow up client to sign forms
5. Complete application online or submit forms to provder
6. Client to complete any medicals as per insurers instruction(If Required)
7. Follow up client if medicals are completed
8. Follow up provider for confirmation of receipt of application and any potential loading and exclusions
9. Sign off on loadings and exclusions (If Required)
10. Ensure signed documents are saved in Xplan
11. Email Insurance confirmation to Client once account is opened
12. Cancel/Alter Pre-existing policies once new policies are inforce ⚠
13. Update Xplan record (e.g. Review management etc.)

4001. REVIEW THE CLIENT

Thread Activation

Task 1a
Contact Client to book review meeting
Admin

Checklist
1. Send Review Fact Find?
2. Identify any changes to client circumstances
3. Book Appointment Time with client
4. If Email - send email appointment template ⚠

Outcome 1
Appointment Time Booked

Set Thread Base Date 1 = Date of Appointment

Outcome 2
Client Rejects/No Response

Task 1b
Send Client No Change RoA
CSM

1. Annual Fee Consent Required?
2. Review Client Information
3. Review IPS Data
4. Prepare Review Documents
5. Upload to File Note

Checklist

Task 2
Prepare Review Pack
CSM

If Fee Consent Required activate thread 4002

Task 3
Present Review Pack
Adviser

Activate 7 days prior to Base Date 1

Checklist
1. Confirm Diary appointment
2. Send Reminder to Client
3. Check Review Pack is ready
4. Adviser to define next steps
   a. Hold RoA - No Change
   b. RoA - Minor Change
   c. SoA - New Strategies
5. Upload Review Meeting File Note ⚠

Task 4
Send follow up docuements
Admin

Thread Complete

4002. ANNUAL FEE CONSENT

NOTE:
CWT users will continue to have their automated
Fee consent come through via the Alert manager

HOW DO I USE THESE WORKFLOWS?

1. Use the workflows as is

2. Create a copy of and design your own workflow

If you want to create a copy of your own, you can export and import back in OR load from template.

ADDITIONAL RESOURCES

Designing your own workflow with automation will require some additional skills:

1. Coding Email Templates : https://techsolutions.cpal.com.au/xplan-training-library/faq/practice-management/how-do-i-create-an-email-template/

2. Create a note template: https://techsolutions.cpal.com.au/xplan-training-library/faq/practice-management/how-do-i-create-a-file-note-template/

3. Task Template: https://techsolutions.cpal.com.au/xplan-training-library/faq/practice-management/how-do-i-create-a-task-template/

4. Using Tasks and Threads: https://techsolutions.cpal.com.au/xplan-training-library/guides/practice-management/using-tasks-threads/

DEMO

1. Where to access the workflow

2. How to copy or "save as' the public workflow

3. Run through of an existing workflow

WHAT'S NEXT?

1. Client Task Hub – Coming Soon!
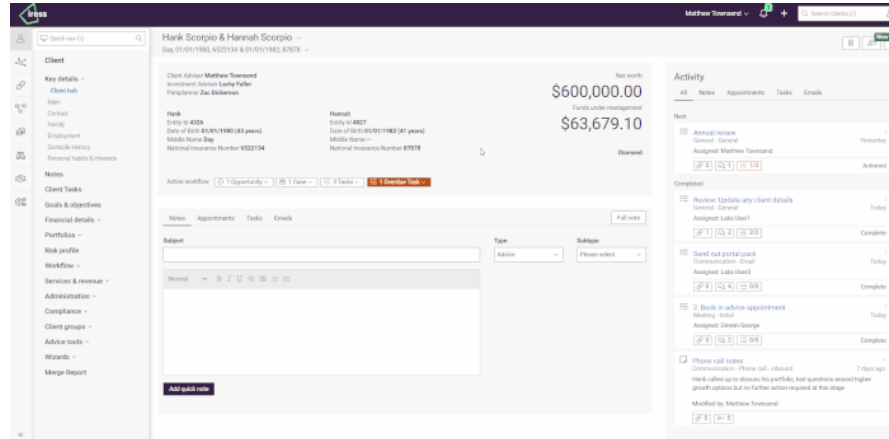
2. Different Overall Task View (e.g. Timeline)

What we have requested:
- Add to checklist
- Add to attachment
- Bulk edit capabilities
- Drag and drop assignee
- Ability to have an unassigned task
- Search tasks