

# Support Admin

Support Admin allows Virgin Pulse clients to use their own internal member services agents for tier-one support by providing a secure way to access member data, resolve grievances, and troubleshoot issues with the Virgin Pulse platform. Clients can alleviate member confusion and increase member satisfaction and loyalty by offering inhouse support services through Support Admin.



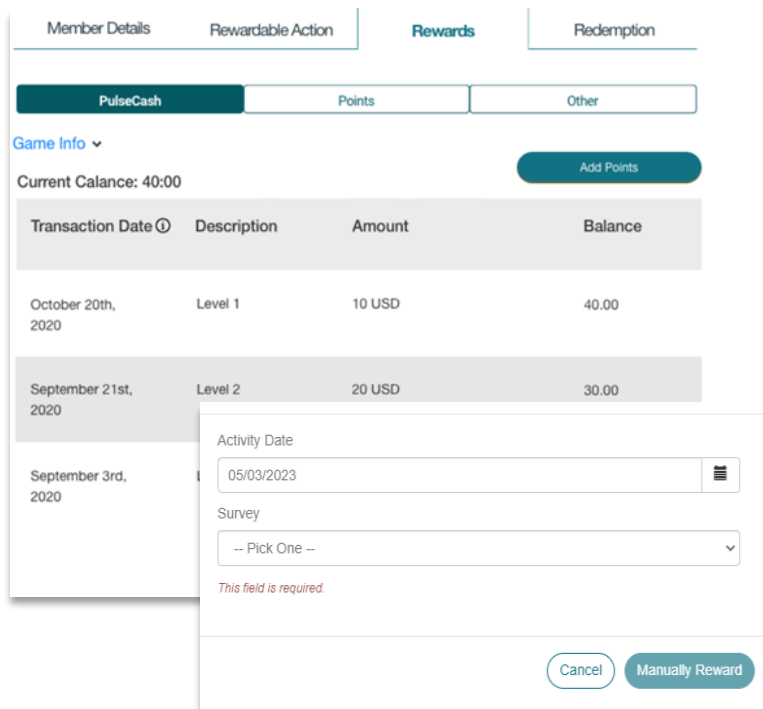
**Provide inhouse enrollment support**



**Increase member satisfaction and loyalty**



**Manage and track rewards**



The screenshot displays the 'Support Admin' interface with tabs for Member Details, Rewardable Action, Rewards, and Redemption. The 'Rewards' tab is active, showing a 'PulseCash' section with 'Points' and 'Other' options. Below this, there's a 'Game Info' dropdown and a 'Current Balance: 40:00' indicator. A table lists transactions with columns for Transaction Date, Description, Amount, and Balance. A modal form is open for manually adding points, featuring an 'Activity Date' field (set to 05/03/2023), a 'Survey' dropdown (set to -- Pick One --), and a 'Manually Reward' button.

Transaction Date	Description	Amount	Balance
October 20th, 2020	Level 1	10 USD	40.00
September 21st, 2020	Level 2	20 USD	30.00
September 3rd, 2020			

## Member services agents can:

- Search for Enrolled and Eligible members
- View Eligibility records
- View member profiles + org + status
- View earned rewards
- Add reward points manually
- View redemption and track status

**Reset password emails coming soon!**