

# SOFIA<sup>SM</sup> 8x8

Your personal benefits assistant is standing by to answer your benefits questions.

Sofia uses machine learning to assist you in your needs which means she learns from every interaction and grows her knowledge over time!



Hi!  
I'm Sofia..

## How Can I Use Sofia?

In Benefitsolver, simply click on the **Sofia** icon in the bottom right corner and ask your question. You can chat with her by typing your questions or using the microphone feature.

Sofia is available to you 24/7, every day of the week. She also speaks multiple languages, just select that option right at the start.

## What Can Sofia Answer?

- Plan details
- Vendor contact information
- Verification status
- Benefits information
- And much more!

Sofia  
by benefitsolver

For any unresolved queries, please enter a ticket at My8 Internal Support Center under HR > Benefits.

