



Ask Neo

Intelligence at the Heart of Your HR Interactions

Intelligent, knowledgeable, and always available, Ask Neo is the HR Agent that speaks your employees' language and supports them throughout their HR journeys. Technology doesn't replace people — it understands them and acts faster.

Ask Neo is an HR Agent designed to support employees every day. It guides them through the **digital HR services** available in Neocase, **executes simple actions**, and **automatically creates HR requests** whenever needed. It **continuously updates employees on the progress of their requests** and **provides accurate answers to even the most complex HR questions**, drawing on **your own HR policies, knowledge base, and documentation**.

All of this is delivered through **natural language, 24/7, in real time, in 30 languages**, and with a **seamless and engaging employee experience**.

No more complex searches, confusing resources, unanswered questions, misplaced requests, or overwhelmed HR teams.

Ask Neo answers. Ask Neo acts. Ask Neo simplifies.

Your employees save time — and so do your HR teams.

Benefits

- #1** Reduce the volume of HR requests, even for complex or sensitive topics
- #2** Eliminates time-consuming searches for employees
- #3** Strengthens HR service delivery by leveraging your existing content and processes
- #4** Delivers a seamless, modern, and engaging employee experience for your workforce

Key Features

Ask Neo focuses on the actions that truly simplify your employees' lives.

Understand and answer HR questions: Internal policies, leave, remote working, benefits... Ask Neo knows the topics you have entrusted to it.

Create HR requests without a form: One sentence is enough. Ask Neo takes care of the rest.

Recommend the right services and HR processes: Based on the profile, context and history.

Track requests in real time: No need to send an email or call the HR department.

Key Metric: +20% Increase in HR Request Self-Resolution

Make an immediate leap in performance by moving from **70% to 90% of requests resolved by your employees without contacting HR services.**

Results calculated compared with a traditional Knowledge Base.

Use Cases

#Personal details update **"I have changed banks, here are my new bank details."**

Document upload, verification, data processing and registration in the employee master record.

#Information request **"I'm expecting a baby, what should I do?"**

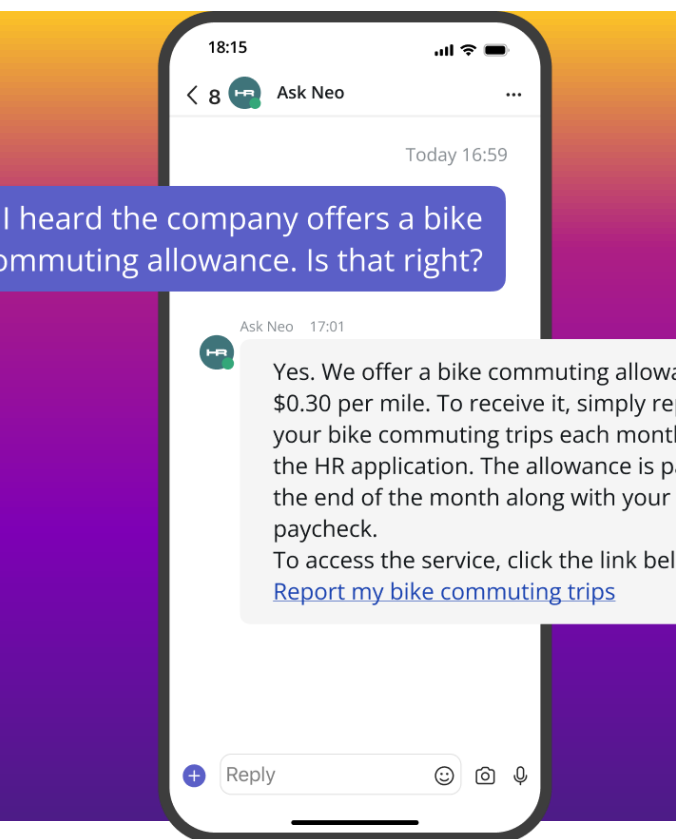
Summary of the resources available and applicable to the employee's profile, links to knowledge base articles and to the appropriate processes.

#Request tracking **"I want to know the status of my workplace accommodation request."**

Tracking of the ongoing request and summary of the latest exchanges.

#Process execution **"I come to the office by bicycle. How can I benefit from the allowances?"**

Link to the online HR process if it applies to the employee's profile.



Technical Highlights

Security & Trust

High-trust environment

HR-specialized solution: trusted sources and secure data.

Each client has a dedicated HR Agent instance, ensuring complete data isolation: conversations are stored in the Neocase database, unencrypted but never used to train models. Customer data does not leave the secure environment and can be purged upon request.

AI & Performance

"Mini" AI model for greater digital sobriety and eco-responsibility.

Integrations & Ecosystem

Integration with Microsoft Teams

Integration with your third-party applications

Pricing

Fixed-fee pricing or usage-based pricing.



Neocase is a solution developed by Sopra HR Software, a leader in payroll and HR solutions and services. Sopra HR Software is part of the Sopra Steria Group and supports more than 1,000 clients in over 90 countries through both on-premise and cloud-based services..

