

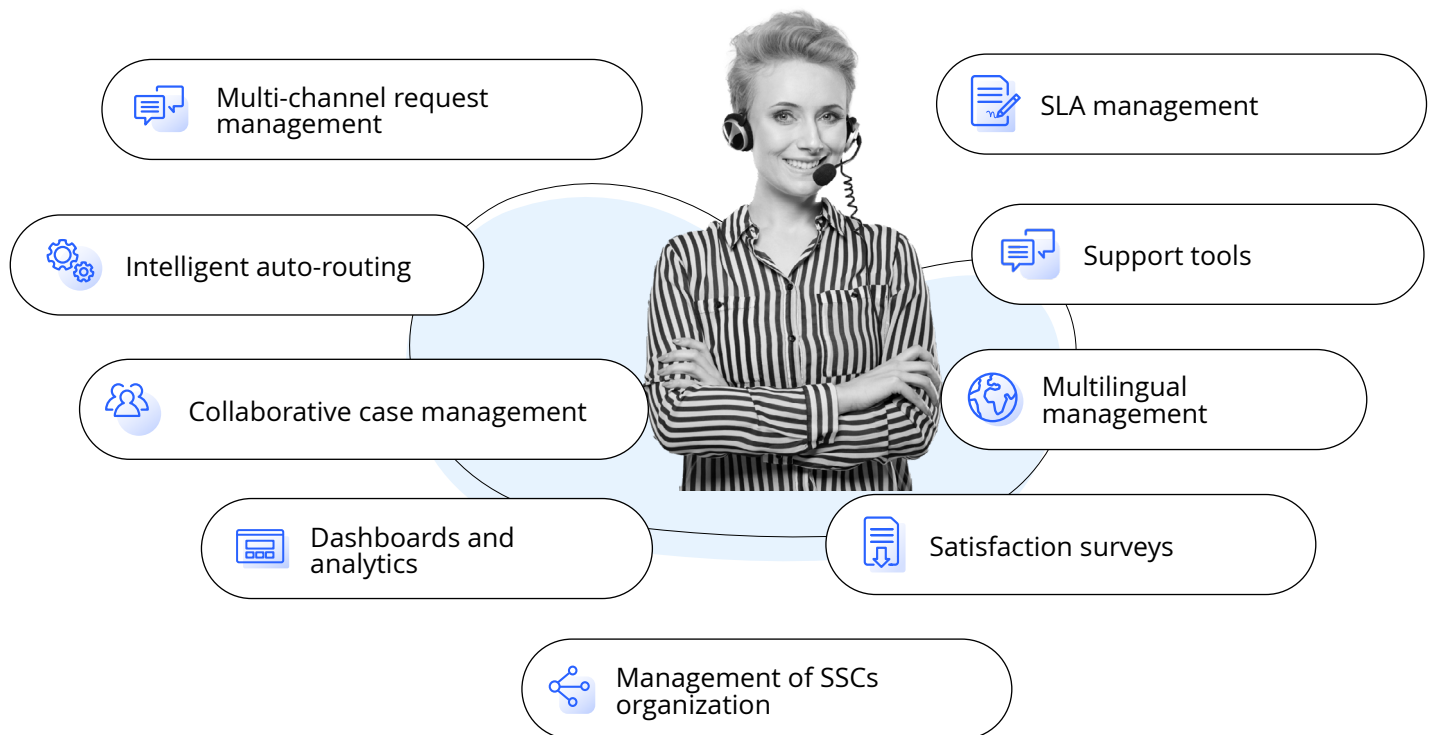
# Case Management

Automate the answers to your employees' questions

With the Neocase case management solution, collaboratively manage your employees' requests, transfer them to the HR teams according to the employee's profile, monitor the response times and the activity of your HR team with the logic of continuous improvement with the included dashboards.



## Key Features



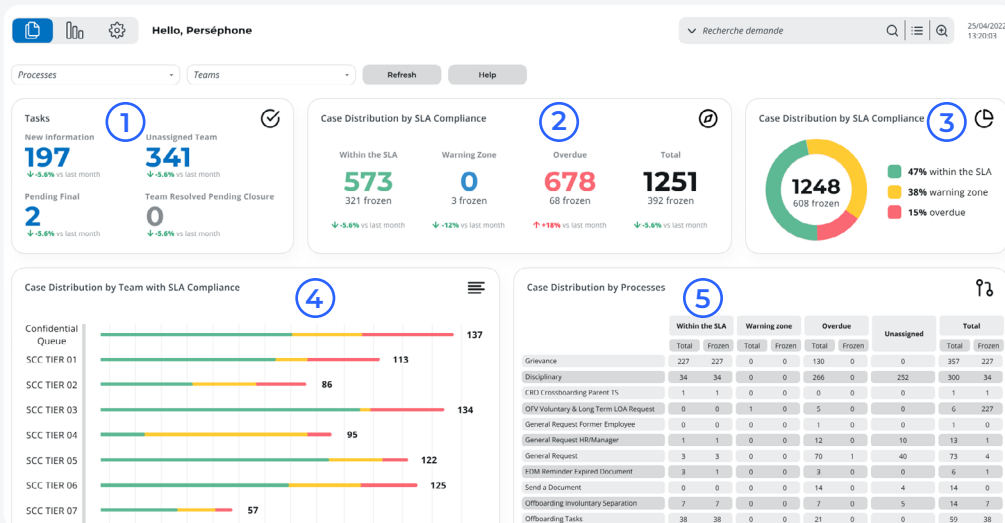
## Benefits

- 1 **Cost reduction** through self-service
- 2 Improved response **experience**, consistency in processing
- 3 Reduced response **times**
- 4 **Compliance** with service level agreements
- 5 **Analysis** of process performance using the Analytics add-on module

## Fall2023 Version Innovations

- Asynchronous processing of employee requests
- Management of agent skills by profile

## Standard dashboard for monitoring cases



## Standard dashboard for monitoring cases

1. Pending cases view
2. Key figures by SLA
3. Visualization by SLA
4. Visualization by teams
5. Visualization by process

## Intelligent Auto Routing Configuration

The form is titled "Intelligent Auto Routing Configuration" and includes a "Save" button. It contains the following sections:

- SKILLS / SUB-CATEGORIES:** A list of categories including Absence and Tardiness, ADA, Disabilities, Accommodations, Advance, Loan, Annual Review, Appeals, Apprenticeship, Internships, Seasonal, Bereavement, and Bonus and Allowance.
- AVERAGE RESOLUTION TIME:** A field to "Add the average resolution time in minutes" with a "Enter time" input.
- INCLUDED FOR PRIORITIZATION BY AGENT SKILLS SET:** A section with checkboxes and dropdowns for "Mastery", "Knowledge", and "Expertise".

## Intelligent Auto Routing Configuration

1. Customizable list of skills
2. Configuration of the average time per skill
3. Management of the versatility criterion

## About us

Neocase offers Neocase HR, an innovative HR Service cloud solution delivery solution for SMEs and large groups, whether or not they have a shared services centre or not.

Neocase HR allows Human Resources to digitize their service offer with a collaborative case management, a simple and flexible (no code) digitization of processes and a management of documentation respecting the GDPR. Pre-delivered and customizable processes such as the employee

journey (including onboarding) allow for a quick and easy implementation of the solution. With Neocase, HR can deliver operational excellence that improves employee experience and satisfaction while reducing costs and risk of error.

With 15 years of experience, Neocase now manages the HR departments of more than 150 of the world's leading companies, serving more than 6 million employees worldwide.