# **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**

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

# Fall2023 Version

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

# **Neocase**<sup>°</sup> Employee Relationship Management

## DATASHEET

### **Neocase**<sup>°</sup> Employee Relationship Management

### DATASHEET

#### Standard dashboard for monitoring cases

rocesses	• Teams		•	Refresh	Help										
Tasks	Unassigned Team	Case I	Distributio	on by SLA Co	mpliance	2		0	Ca	ise Distr	bution	by SLA (	Compliance	3	С
197	341	w	/ithin the SL	LA V	/arning Zone	Overdue	Total								
-5.6% vs last month	-5.6% vs last month			,	•	600 10							47% \	vithin th	ie SLA
ending Final	Team Resolved Pending Closure		573		0		251			12	248	3	38% \	varning	zone
			321 frozen	1	3 frozen	68 frozen 392	frozen			60	3 frozei	י 📕	15%	verdue	
2	U ↓ -5.6% vs last month	¥-5	.6% vs last m	onth 🛶-1	2% vs last month	↑+18% vs last month ↓-5.6%	vs last mon	th			_			veruue	
ase Distribution by	Team with SLA Compliance	$\bigcirc$			=	Case Distribution by Processes									የገ
ase Distribution by	Team with SLA Compliance	4			₽	Case Distribution by Processes		5)							የጋ
-	Team with SLA Compliance	4				Case Distribution by Processes	Within	2	Warni	ng zone	Ove	rdue	Insteined	т	٢٦ <sub>'otal</sub>
	Team with SLA Compliance	4			<b>=</b> 137	Case Distribution by Processes	C	2	Warni Total	ng zome Frozen		rdue Frozen	Unassigned	Total	otal
onfidential Queue	Team with SLA Compliance	4		113		Case Distribution by Processes	Within	the SLA					Unassigned 0		otal
Onfidential Queue CC TIER 01	Team with SLA Compliance	4		113			Within	the SLA Frozen	Total	Frozen	Total	Frozen		Total	otal Frozer
Onfidential Queue CC TIER 01	Team with SLA Compliance	4	-	113		Grievance	Within Total 227	the SLA Frozen 227	Total 0	Frozen 0	Total 130	Frozen 0	0	Total 357	Frozer 227
onfidential Queue CC TIER 01 CC TIER 02	Team with SLA Compliance	<b>4</b> 86		113		Grievance Disciplinary	Within Total 227	the SLA Frozen 227	Total 0 0	Frozen 0	Total 130 266	Frozen 0	0	Total 357	Frozer 227 34
Queue CC TIER 01 CC TIER 02 CC TIER 03	Team with SLA Compliance			113	- 137	Grievance Disciplinary CRO Crossboarding Parent TS	Within Total 227	the SLA Frozen 227	Total 0 0	Frozen 0	Total 130 266	Frozen 0	0	Total 357	Frozer 227 34 1
onfidential Queue CC TIER 01 CC TIER 02 CC TIER 03	Team with SLA Compliance		95	113	- 137	Grievance Disciplinary CMD Crostobarding Parent 15 OPV Voluntary & Long Term LDA Request	Within Total 227	the SLA Frozen 227	Total 0 0	Frozen 0	Total 130 266	Frozen 0	0	Total 357	otal Frozer 227 34 1 227
onfidential Queue CC TIER 01 CC TIER 02 CC TIER 03 CC TIER 04	Team with SLA Compliance			113	- 137	Grievance Disciplinary CHD Crossbaarding Parent 15 OPV Volknetary & Long Term LOA Request General Request Former Employee	Within Total 227	the SLA Frozen 227	Total 0 0	Frozen 0 0 0 0	Total 130 266 0 5 1	Frozen 0 0 0 0 0	0 252 0 0 0	Total 357 300 1 6 1	otal Frozer 227 34 1 227 0
cc TIER 01 CC TIER 01 CC TIER 02 CC TIER 03 CC TIER 04 CC TIER 04 CC TIER 05	Team with SLA Compliance			122	<b>1</b> 37 134	Grievance Disciplinary CRID Franchauring Parent 15 OPI Voluntary & Long Term LOA Request General Request HoManagar General Request HoManagar	Within Total 227	the SLA Frozen 227	Total 0 0	Frozen 0 0 0 0 0 0 0	Total 130 266 0 5 1 12	Frozen 0 0 0 0 0	0 252 0 0 0 0 10	Total 357 300 1 6 1 13	fotal Frozer 227 34 1 227 0 1
onfidential Queue CC TIER 01 CC TIER 02 CC TIER 03 CC TIER 04 CC TIER 04	Team with SLA Compliance				<b>1</b> 37 134	Griwance Disciplinary CRD crossbanding Pained 15 Of Volutieny & Long Term LOA Request Of Volutieny & Long Term LOA Request General Request HiManager General Request	Within Total 227	the SLA Frozen 227	Total 0 0	Frozen 0 0 0 0 0 0 0	Total 130 266 0 5 1 12	Frozen 0 0 0 0 0	0 252 0 0 0 0 10	Total 357 300 1 6 1 13	rotal Frozer 227 34 1 227 0 1 4
Confidential	Team with SLA Compliance			122	<b>1</b> 37 134	Grievano Dissipilizaria (BII Cristolianaria) (BII Cristolianaria) & Long Term Libo Registi General Response Terme Cristolare General Response General Response Teata Managere Ingrand Bosomerer	Within Total 227	the SLA Frozen 227 34 1 0 0 1 3 1	Total 0 0	Frozen 0 0 0 0 0 0 0	Total 130 266 0 5 1 12 70 3	Frozen 0 0 0 0 0	0 252 0 0 0 0 10	Total 357 300 1 6 1 13 73 6	rotal Fro 2 3

#### **Intelligent Auto Routing Configuration**

SNLLS / SUB-CATEGORIES     AVERAGE RESOLUTION TIME Add the serage resolution time in minutes     INCLUDED FOR PEODENTIZATION PT AGENT SIGLIS SET When enabled addect the minutumes       Absence and Tardness     Enter time     Image: Ima	Intelligent Auto Routing Conf	iguration 0 ?	Save	
Add the average resolutions time in minutes     When enabled select the minimum level of proficency       Absance and Tardiness     Enter time       ADA Disabilities. Accomodations     Enter time       ADA Disabilities. Accomodations     Enter time       Advance. Laan     Enter time       Annual Review     Enter time       Appeals     Enter time       Appendiceship. Internships. Seasonal     Enter time       Bereavement     Enter time				
ADA Disabilités Accondutions   ADA Disabilités Accondutions     Enter time     Advance, Loan     Enter time     Enter time     Anual Review     Enter time     Appendix     Appendix     Enter time     Appendix<	SKILLS / SUB-CATEGORIES			
Advance, Loan     Enter time     Image: Content time       Annual Review     Enter time     Image: Content time       Appeals     Enter time     Image: Content time       Apprenticeship, internships, Seasonal     Enter time     Image: Content time       Bereavement     Enter time     Image: Content time	Absence and Tardiness	Enter time		
Annual Review     Enter time       Appeals     Enter time       Appenticeship, internships, Seasonal     Enter time       Bereavement     Enter time	ADA, Disabilities, Accomodations	Enter time	3	
Appeals     Enter time     Image: Constraint of the constraint of t	Advance, Loan	Enter time	Mastery	
Apprenticeship, internships, Seasonal Enter time Bereavement Enter time	Annual Review	Enter time		
Beravement Enter time Z Expertise V	Appeals	Enter time	Knowledge	
	Apprenticeship, Internships, Seasonal	Enter time		
Bonus and Allowance Enter time	Bereavement	Enter time	Expertise	~
	Bonus and Allowance	Enter time		

### 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

- 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.