

## 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



Multi-channel request management  
email, phone with CTI, live chat,  
portals...)



Automatic translation with AI  
virtual agent



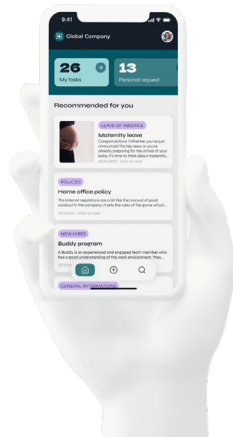
Intelligent auto-routing based  
on agent workload, skills,  
availability, and permissions



Personalized access to the knowledge  
base based on request content



Dashboards and analytics



Auto classification with AI virtual  
agent



Supports all types of HR operation  
models (shared service centers, local  
service centers)



Service Level Agreement (SLA)



Satisfaction surveys

### 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 module

### Security

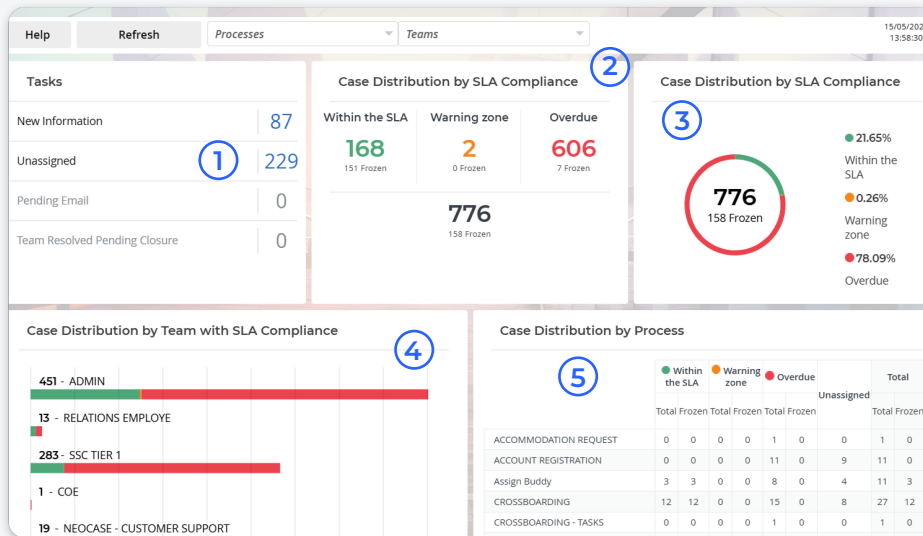


ISO  
27001



RGPD  
compliant

## 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

## General request

The form displays the following information:

- Global Company** (Header)
- Home Page** (Navigation)
- Knowledge Base** (Navigation)
- Documents** (Navigation)
- Onboarding** (Navigation)
- Search** (Search bar)
- Profile:** Anna Bonifacio, My Profile
- Dashboard:**
  - Tasks
  - 2 Personal Requests
  - 0 Employees' Requests
  - Closed
  - New Request
  - New Request
  - English (United States)
- General Request Form:**
  - Concerned Employee:**
    - Last name: Bonifacio
    - Identifier: 5395
    - First name: Anna
    - Organization: GLOBAL COMPANY
  - Case Information:**
    - Category: Leave management
    - Sub-category: Maternity, Paternity and Adoption
  - Question:**
- Article suggestion:**
  - LEAVE OF ABSENCE** (83%)
  - Family and medical leave** (47%)
  - Maternity Leave**

## General request

1. Selection of the request category and sub-category
2. Text field and file attachments
3. Suggested articles based on the selected category and sub-category
4. Tracking of personal requests
5. Tracking of requests submitted on behalf of team members (for managers)



## ABOUT US

Neocase offers a unique and intelligent collaborative HR platform designed to support mid-sized and large enterprises in their digital transformation.

Secure and streamline the management of your documents, requests, processes, and key employee lifecycle moments with best-in-class automation practices, the power of artificial intelligence, and our strong integration capabilities.

Our comprehensive and modular solution includes collaborative case management, simple and flexible process digitalization, and

GDPR-compliant document management. Preconfigured and customizable workflows such as the employee journey (including onboarding) enable a fast and easy implementation of the solution.

With Neocase, HR teams can deliver operational excellence that enhances the employee experience and satisfaction while reducing costs and minimizing the risk of errors. 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.