

Knowledge Base

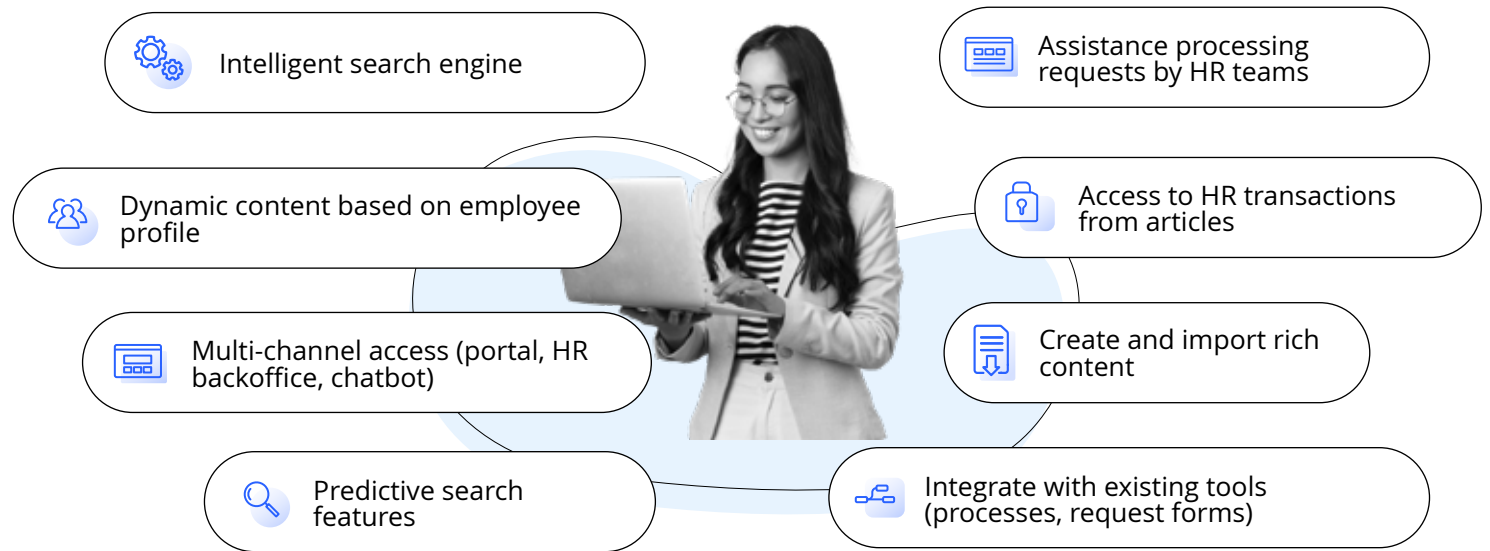
Any question for HR?

With Neocase your employees already have the answer

Share all the HR information your employees need according to their profiles, responsibilities, their organisation, etc. in complete security.



Key Features



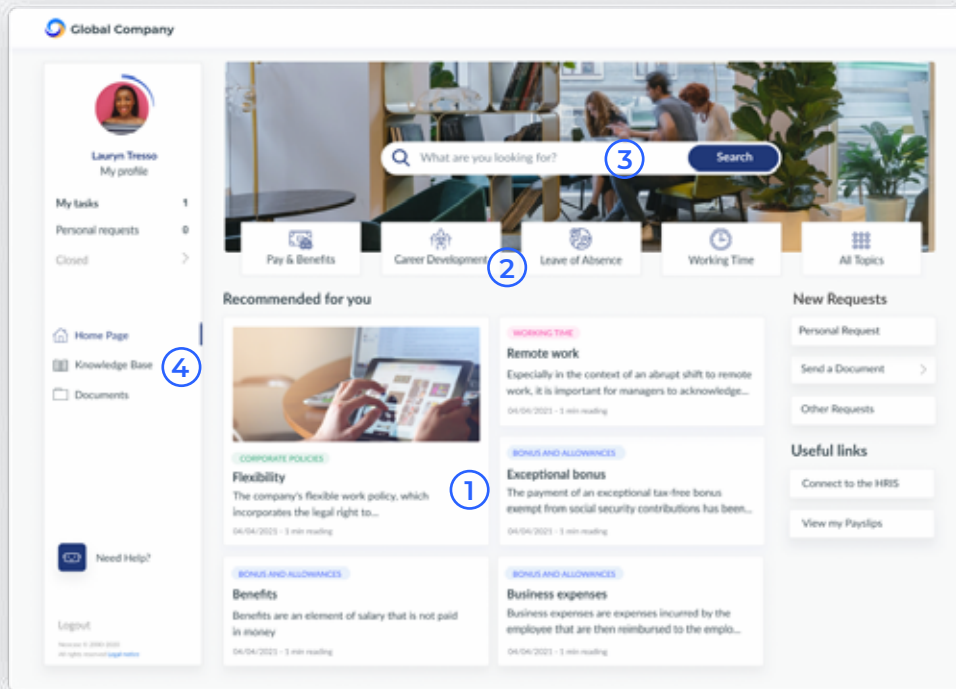
Benefits

- 1 Reduction of at least 80% of requests before they are even created, thanks to predictive search query suggestions in the case management tool
- 2 Enhanced **employee experience** with simplified, comprehensive, 24/7 access to HR in a personalised way
- 3 **Support** for Level 1 HR managers in processing requests
- 4 Process **performance analysis** through the Analytics add-on module

Fall2023 Version Innovations

- Article recommendations by relevance
- Display calculated reading time

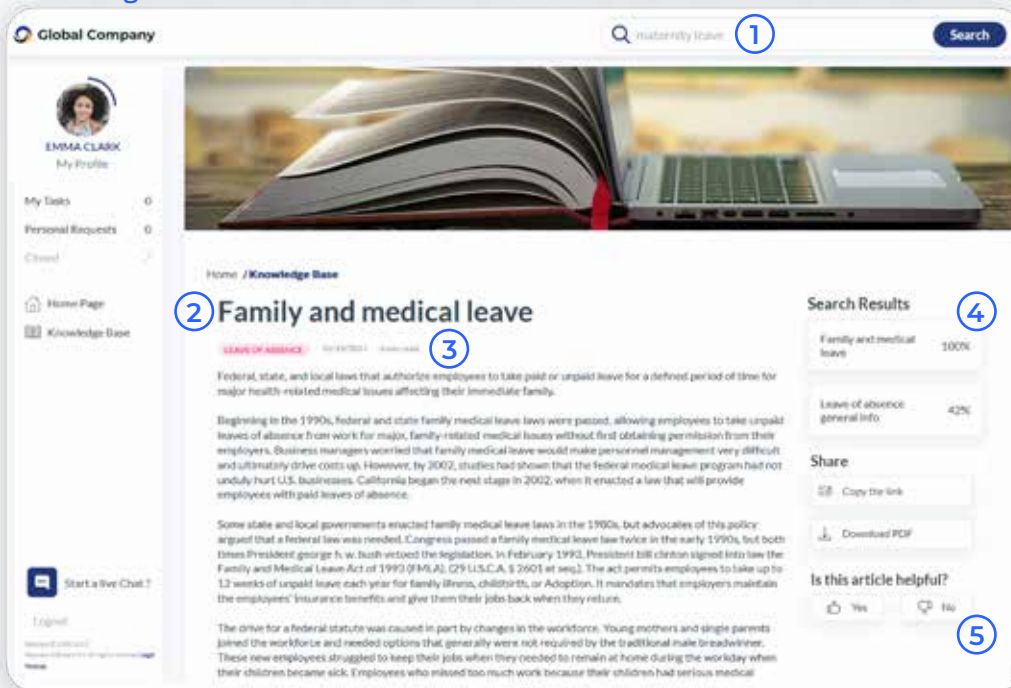
Knowledge base : view of portal employee



Knowledge base: view of portal employee

1. Highlighted articles (customization according to employee profile)
2. Menu by theme
3. Search bar
4. Quick access to all articles in the knowledge base

Knowledge base : research result



Knowledge base: research result

1. Search bar
2. Categories
3. Reading time
4. Search accuracy
5. Satisfaction rate



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.