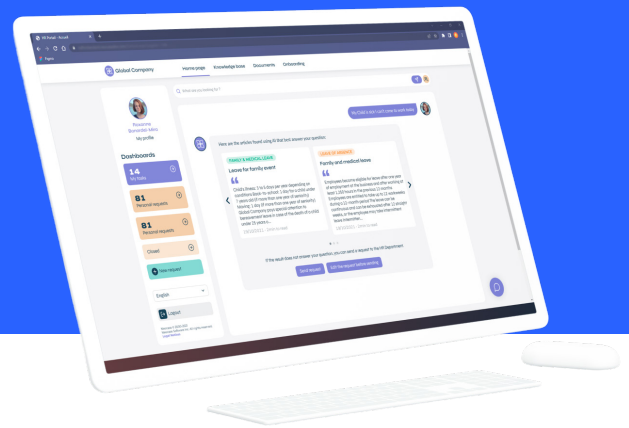# Knowledge Base

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

- Natural language search with AI
- Employee centric, role-based content
- Multi-channel access (portal, HR back office, Virtual Agent, mobile app)
- Search on behalf of team members (for managers)
- Access to HR transactions from articles
- Integrate with existing tools (processes, request forms, bot)
- Follow-up reports for content optimization

Benefits

1. Reduction of at least 80% of requests before they are even created, thanks to to article suggestions
2. Enhanced employee experience through accurate natural language search and personalized content
3. Support for Level 1 HR managers in processing requests
4. Transparent HR procedures and policies
5. Reduced administrative burden for managers
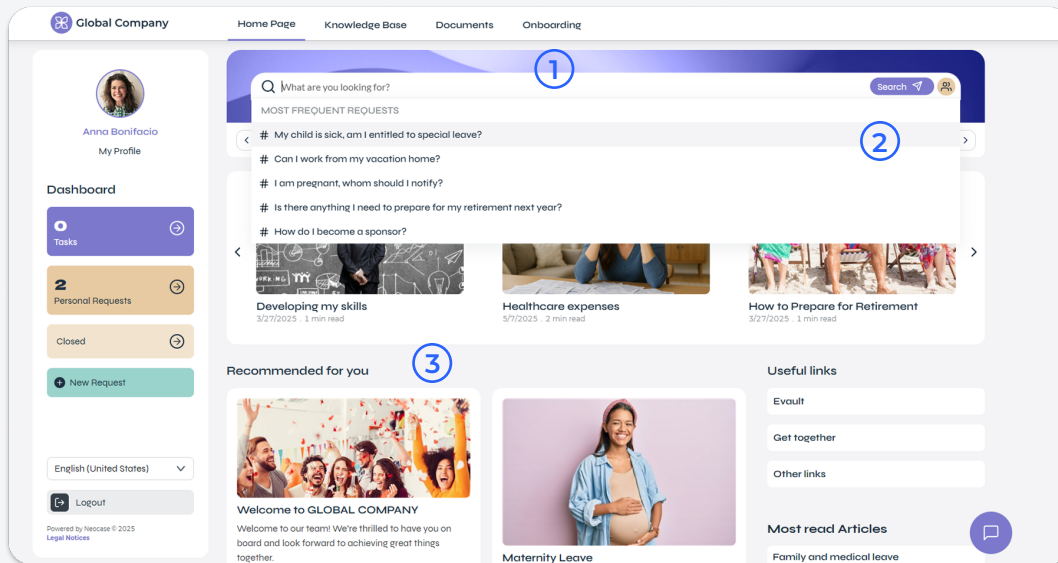6. Increased employee autonomy

Security

ISO 27001

RGPD compliant

Knowledge base : view the employee portal

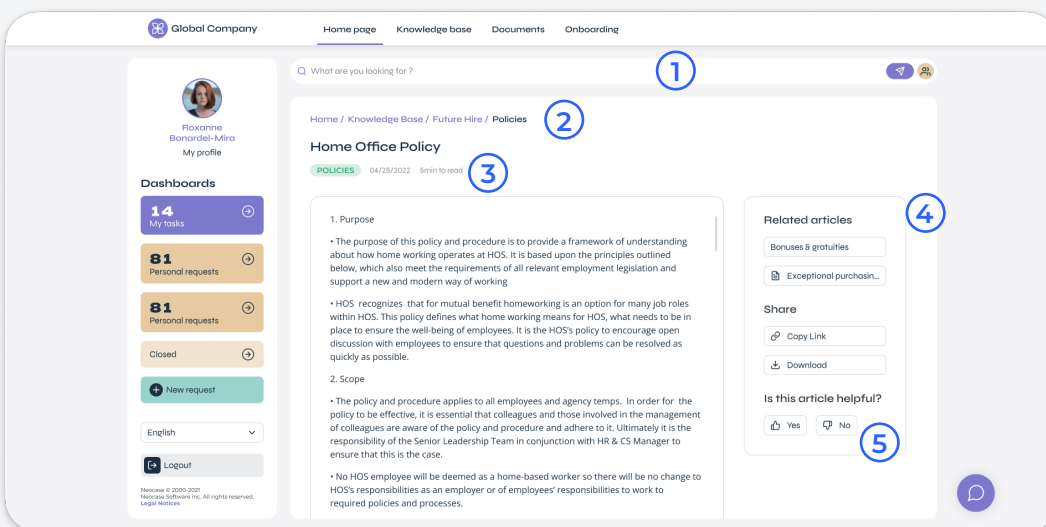## Knowledge base : research result

Knowledge base: view the employee portal

1. Search bar
2. 10 most frequent questions
3. Featured articles (customization according to employee profile)

Knowledge base: research result

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

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.