

Got a question for HR? With Neocase, your employees already have the answer

Do your HR teams spend too much time answering employee questions?

Do you want to make exchanges between employees and your HR departments more fluid and faster?

Do you want to increase your employees' autonomy?



An international and automated solution for a local and personalized response

The Neocase HR Ready offer enables you to **reduce the number of requests** made by employees and/or managers to HR departments, **by 80%** by offering a self-service portal with an intelligent knowledge base personalized according to each person's profile.

Thus, the remaining requests, formulated on the same portal, are processed more quickly, thanks to the **collaborative management of requests**, their **intelligent distribution to HR departments** (according to content and profiles) and response time management.

Each feature can be configured **according to your needs**, regardless of the size of your company or your SSC.

Real-time dashboards allow you to **monitor your departments' activities** on a daily basis and to produce analysis reports to evaluate your processes and promote continuous improvement based on your own data.

Modules included



Case Management



Knowledge Base



Employee Portal



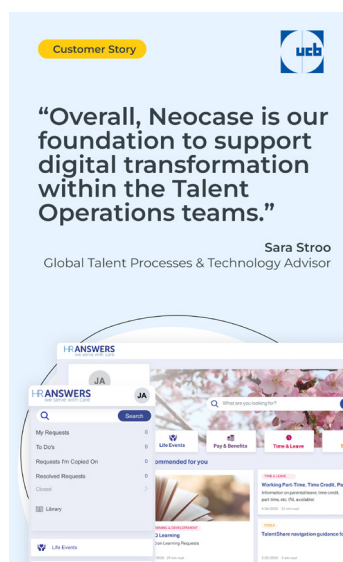
Analytics



Connect

Associated services:

Personalization, Training
and Support

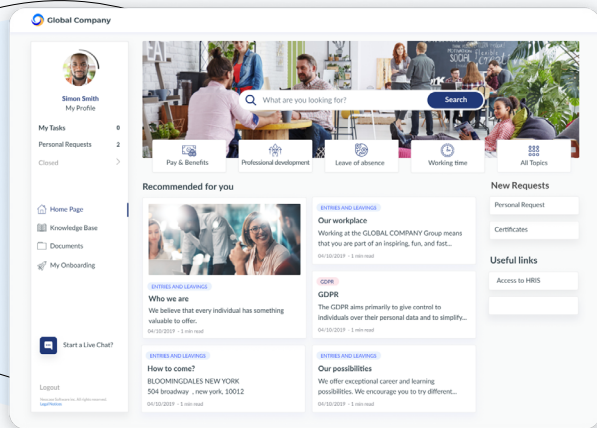


Key features

- **Collaborative Case management** of employee requests.
- Automatic classification of requests with **Azure OpenAI (GPT)**
- Intelligent and **personalized knowledge base** for each employee with **Azure OpenAI (GPT)**.
- **Multi-channel** request management: employee portal, chat bot, email, SMS, phone.
- **SLA management** (Service Level Agreements).
- **Intelligent auto routing**.
- **Real-time dashboards** and analysis reports.

Learn more about
our solutions:





Fewer inbound requests for better service

The knowledge base provides **ultra-personalized information**, based on the employee's profile, accessible 24/7 from the employee portal, HR backoffice, mobile app or chatbot.

Content search results boosted by AI with Azure OpenAI (GPT) means that employees can use **natural language**, at any level of proficiency, to get access to the right resources.

This way you **optimize the employee experience and reduce your costs**, but the solution does not stop there!

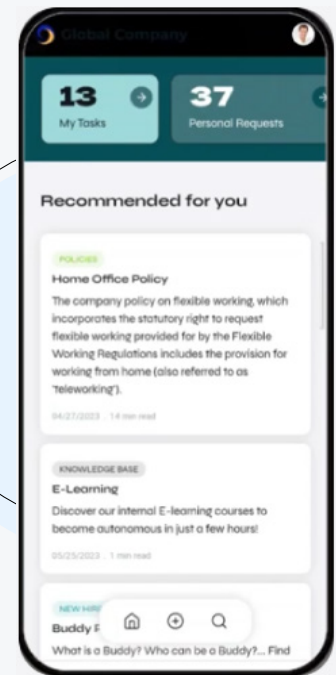
Better management of remaining requests

Optimize employee request management **collaboratively**.

Requests can be transmitted **through various channels** (email, phone with CTI, portal, mobile application, digital workplace, or chatbot) and in 27 languages.

The **automatic classification of requests with Azure OpenAI** enables the seamless transfer of requests to HR teams, leveraging **intelligent autorouting to distribute** requests based on employee profiles, request content, and according to each manager's workload.

Promote **diversity in managers' tasks**, monitor SLAs, and measure employee satisfaction with satisfaction surveys!



Monitor your strategy with reports and indicators

Drive daily operations with **integrated dashboards and indicators** such as SLAs, average request processing time, employee satisfaction... and identify various improvement areas.



ABOUT US

Neocase offers innovative cloud-based HR Service Delivery solutions tailored to SMEs and large enterprises, whether or not they use a shared services center.

With 15 years of experience, Neocase currently manages HR services for over 150 large global companies, covering more than 6 million employees worldwide.

Neocase HR enables Human Resources departments to digitize their service offerings through collaborative case management, simple and flexible process automation (no code), and documentation management compliant with GDPR. Pre-configured and personalized processes, such as the employee journey (including onboarding), facilitate a simple and fast implementation of the solution. With Neocase, HR can ensure operational excellence that enhances the employee experience, generates satisfaction, and reduces costs and the risk of errors.