

iTouch Vision

# HR Helpdesk & Case management

This document gives an overview of Case management for HR and discusses the different features and functionality.

For further information, about implementation and pricing please contact us.

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iTouchVision 



HM Government  
**G-Cloud**  
Supplier



# The Highlights

## Benefits

- Streamline HR management processes
- Reduce admin time
- Reduce admin costs
- Bespoke reporting
- Greater productivity
- Enforce compliance
- Leaner, more efficient process
- Improved operational efficiency
- Banish paperwork
- Enforce compliance
- No double entry

## Features

- Fully Configurable
- Multi-channel Access
- Integrated with all back office systems
- Multiple task assignment
- Fully Secure
- Automated workflow & rules
- Paperless
- Reporting suite
- Easy to use, clear and precise
- In the cloud
- Compatible with 'Mobile Worker'

# Case management for HR Overview

## FEATURES

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1. Create your own forms with user defined fields to capture the request or case information.
2. Allow Employees to raise service request via the online self service portal and the mobile apps.
3. Full case lifecycle management.
4. End-to-end process management.
5. Full Roles based access control, giving users access to only the functionality they need.
6. Secure access via 256 Bit SSL encryption.
7. Dashboard reporting to allow a management summarized view on the current workload.
8. A complete workflow solution to map to the organisations business processes.
9. 24 hour support.

## Introduction

Now more than ever HR organizations are faced with the challenge to contain and reduce costs. Staff reductions can leave fewer HR staff to manage service delivery. HR organizations are plagued with inefficient service delivery models. Service delivery processes and best practices are not defined or they are inconsistently followed. And although you may provide HR self-service and portal content to the workforce, these self-service channels are often not utilized enough to achieve needed cost savings. To address these challenges, many HR organizations are looking at how they can reduce costs by streamlining HR service delivery.

iTouch Vision's Case management for HR supports the entire request-to-resolve business process and allows HR staff to focus on strategic business activities.

## Increase adoption of lower cost service channels

Each employee has their preference in how to contact HR to get help with their inquiries. Some employees may prefer to use self-service or a knowledge base to help themselves 24x7, whereas others would rather pick-up the phone and talk to a HR contact. The Case management for HR enables HR organizations to provide the variety of channels that employees want or need to contact HR and encourages adoption of lower cost channels like self-service and email by making it simple for employees to find

the information they are looking for and by providing a consistent service experience regardless of the channel utilized.

### Deliver quick answers to requests with self-service

The faster self-service users resolve their daily issues or problems, the happier and more productive they become in delivering performance for their organizations with greater satisfaction.

Our Case management for HR offers a configurable Employee Self Service portal where all self-service actions such as find information, create case, knowledge management can be initiated either from a mobile device or the web.

This Self Service portal provides a guided case creation process which is extremely easy and intuitive.

The portal provides powerful search capabilities through our knowledge management. It includes a keyword search that can search solutions, FAQ, cases, known issues and troubleshooting guides.

Our Case management for HR also allows the workforce to use interactive forms to get the information based on their specific answers to a series of questions.

### Empower employees with choice in how to interact with the HR team

Case management for HR provides a variety of live and off line channels for the workforce to contact HR when direct interaction with

HR is required for more complex issues that cannot be resolved by the knowledge base, portal or HR self-service.

When a live interaction is preferred or required the employee can call the contact centre where the agent can use the contact centre to record the interaction and raise service requests on behalf of the employee.

### Telephony Integration

Telephony Integration provides the employees with an interactive phone experience, where the caller can provide information such as employee ID, type of issue or the ID for a particular Case, and the agent that is routed the call will receive an automated screen pop of the employee's information when they pick up the phone.

### Employee portal

With the Case management for HR for Employee Self-Service solution, the employees can create and update existing Cases. Self-service Case creation is simple for employees to do and prompts the employee for basic information about the inquiry to ensure that it is routed to the right person to address the issue.

Provide consistent service across all interaction channels  
Regardless of the channel the employee uses to contact the Case management for HR, employees can expect a consistent service experience. All channels route inquiries based on the type of issue, ensuring that it will be routed to the right person the first time.

When the channel interaction results in the creation of a Case, a service level agreement is assigned and enforced providing a commitment to employees to respond to and resolve the inquiry within a specific period of time. Competency and skill level based skill assignment of Cases is used to ensure that the agent skills are appropriate for the inquiry, enabling you to leverage your resources more strategically and reducing the cost to serve.

### Optimize service delivery processes

Optimization of service delivery processes across HR is critical to reducing the cost of service delivery. Case management for HR was built specifically for HR organizations with HR service delivery best practices built-in. Your HR organization can rapidly and consistently resolve common service inquiries, adhere to service delivery best practices and reduce your risk and liability when working through complex or sensitive employee matters.

### Rapidly resolve inquiries

It is critical that HR help desk is easy to use and makes the HR agent's job easier. The HR help desk does just that, providing an outstanding user interface with Web 2.0 interactivity, as well as a productive user interface and integration to HR that enables HR agents to rapidly resolve inquiries.

It is estimated that 60% of HR service inquiries are simply data verification questions. For example an employee wants to verify that the tax change that they submitted went through.

Additionally HR agents can perform HR functions, like view existing cases and case history, as well as create new cases. With a combined view of HR and case management all in one page, the need to navigate to various transaction pages within the Case management for HR or in the HR system is eliminated, dramatically improving user productivity.

# Case management and HR Helpdesk

## Case Management

Overview Dashboard **Case management**

Case management > Case details

**Case details** Back Save summary

Case # 91858

Category: Case form - Unpaid leave    Status: Open    Person: Case User

Case date: 03-FEB-2015    Submit time: 16-FEB-2015 07:31    Priority: Low

Summary: Test user

Show All Information Primary contact Linked cases / service requests Documents Contacts Tasks Notes Links Outcomes History

**Information** Edit information

No data found.

**Primary contact** Person details Change primary contact

Contact detail	Other information	Address detail
Name: <b>Case User</b> Email: <a href="mailto:case.user@itv.com">case.user@itv.com</a> Mobile: 9987661527 Home phone: -	Registration date: 16-Feb-2015 07:30 Last login: - Device: Website Total case: 1	Address: - City: - Post code: - Region: England

**Linked cases / service requests** Relationship + >

Edit	Case / service request #	Category	Status	Relationship	Description	Enabled	Added by	Date added
	<a href="#">91695</a>	Unpaid leave	<span>i</span> Open	Parent	-	Yes	sohil.bhavsar@itouchvision.com	3 weeks ago
	<a href="#">91385</a>	Unpaid leave	<span>i</span> Open	Parent	-	Yes	sohil.bhavsar@itouchvision.com	3 weeks ago
	<a href="#">91387</a>	Gross misconduct	<span>h</span> Closed	Parent	-	Yes	sohil.bhavsar@itouchvision.com	3 weeks ago

row(s) 1 - 3 of 3

**Documents**

No documents found.

**Contacts** + >

Edit	Type	Contact	Role	Comments	Added by	Date added
-	Contact person	Case User (case.user@itv.com)	Contact person	-	sohil.bhavsar@itouchvision.com	3 weeks ago

row(s) 1 - 1 of 1

**Tasks**

No task(s) found.

**Notes** + >

No note submitted.

**Links** + >

No links found.

**Outcomes** + >

No outcomes found.

**History**

March	3	Current case linked with case # 91695 Test User: sohil.bhavsar@itouchvision.com    Date & Time: 03-mar-2015 08:18:36
	3	Current case linked with case # 91695 User: sohil.bhavsar@itouchvision.com    Date & Time: 03-mar-2015 08:17:42
February	16	Current case linked with case # 91695 User: sohil.bhavsar@itouchvision.com    Date & Time: 16-feb-2015 07:43:27
	16	Initial status. User: system    Date & Time: 16-feb-2015 07:31:26
	16	Service request has been submitted. User: sohil.bhavsar@itouchvision.com    Date & Time: 16-feb-2015 07:31:26

## Contact Centre

Dashboard Service request **Contact centre**

Contact centre

**Customer** Reset Actions >

\* Contact:  Reference number:  Search

Name	E-Mail	Mobile	Home number	Address	Postcode	Registered on	Last login	Device
<a href="#">Mr. Daniel Warren</a>	<a href="mailto:danny.user@itouchvision.com">danny.user@itouchvision.com</a>	07778120231	-	10 bonhill street, England, United Kingdom	-	25-Nov-2013 14:43	25-Nov-2013 14:42	Website

Show All Activity Request Customer service request(s) Customer interaction(s)

**Activity** Finish interaction

\* Type:  Incoming call  Face to face  Email  SMS  Fax  Letter  Social media Add activity

Content:

Activities of current interaction: No activities found.

**Request** Create

\* Form:  \* Category:

**Customer service request(s)**

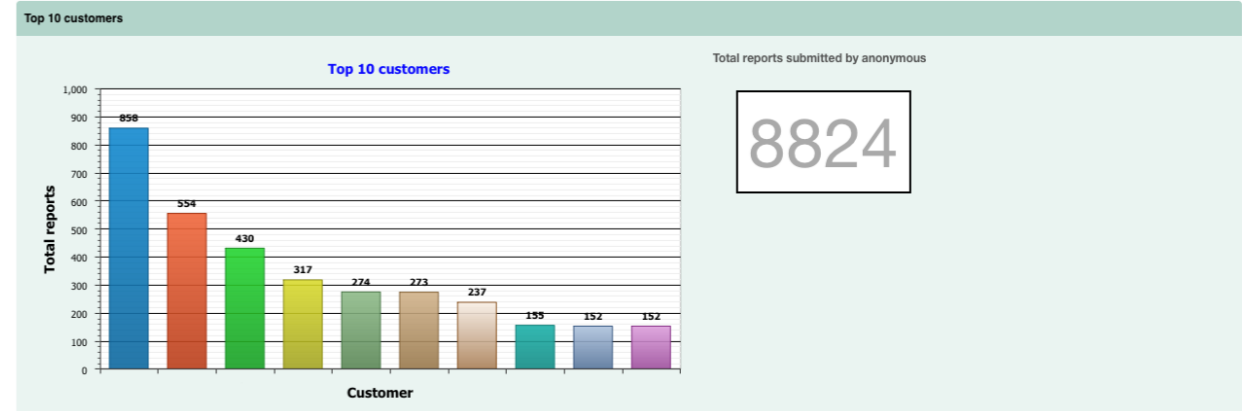
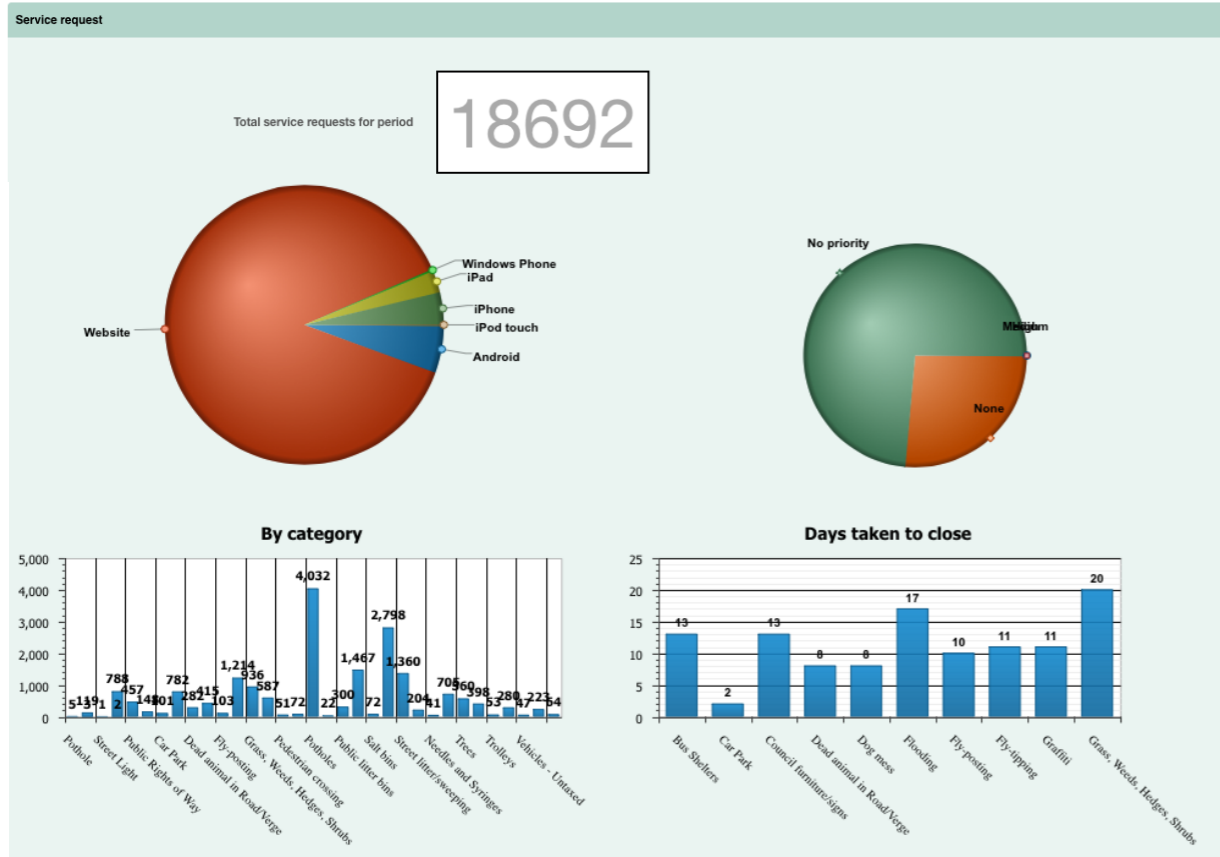
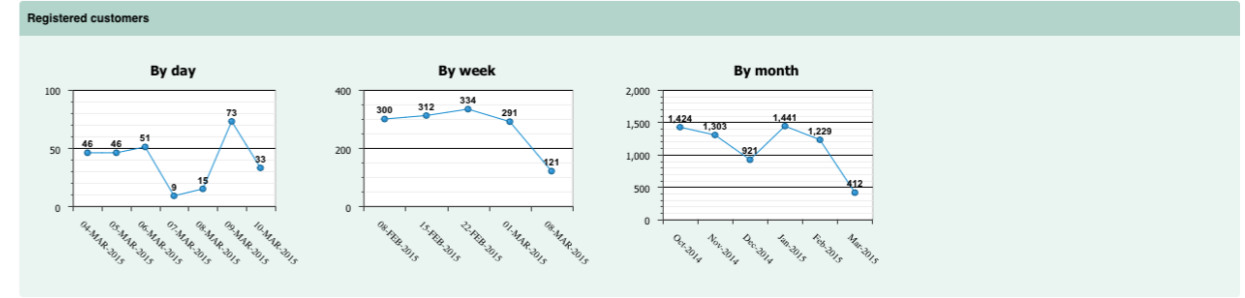
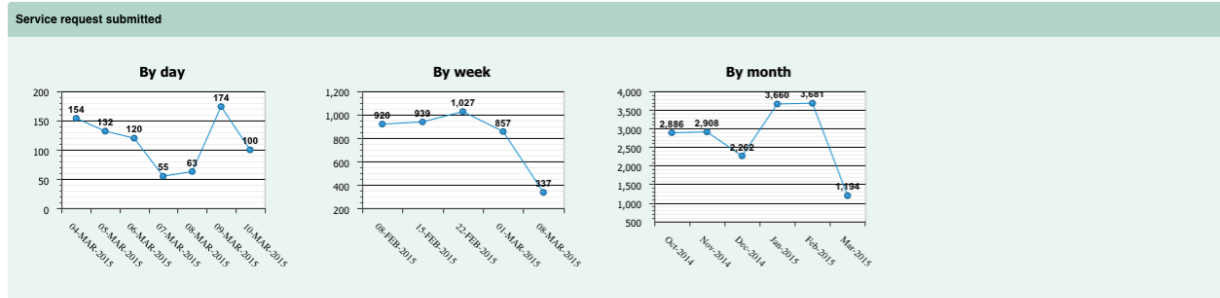
Evidence	Service request #	Submit time	Category	Status	Incident location	Priority	Reported from
	<a href="#">83280</a>	25-NOV-2013 14:55:28	I am going on maternity leave	Complete	No location available.	None	Website
	<a href="#">83273</a>	25-NOV-2013 14:44:59	I am going on maternity leave	Complete	No location available.	None	Website

row(s) 1 - 2 of 2

**Customer interaction(s)**

No Interaction found.

# Dashboards



### Registrations By Month & Device

Month	iPhone	iPad	iPod Touch	Android	BlackBerry	Windows	Member Of Public	Contact Center	Other	Total
2015-03	7	4	0	3	0	1	118	280	0	413
2015-02	20	17	0	13	0	3	318	857	1	1229
2015-01	31	9	0	13	0	3	377	1008	0	1441
2014-12	20	13	0	15	0	1	209	663	0	921
2014-11	31	12	0	25	0	3	283	949	0	1303

### Service request By Months & Device

Month	iPhone	iPad	iPod Touch	Android	BlackBerry
2015-03	42	25	0	117	0
2015-02	109	125	0	360	0
2015-01	136	66	0	111	0
2014-12	121	86	0	100	0
2014-11	109	90	0	110	0

# Still have some questions?

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Please feel free to get in contact with us. We would love to hear your questions and help answer them. You can reach us on..

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## About Us

iTouch Vision is a Mobile and Cloud company looking to take advantage of the next generation of computing. We think differently, we act quickly, we aim high and we achieve our goals.

## Summary

Case management for HR provides a multi-channel help desk for employees. Night or day employees can use the web portal, the mobile app or the contact centre to search the knowledge base, create service requests and manage their cases.

With fully configurable forms, workflows, statuses, priorities and service requests you can make the Case management for HR work the way your business works.