



Infor HR Case Management

Get a comprehensive solution to support shared services

Imagine empowering employees to answer their own HR questions 80% to 90% of the time. Achieving over 90% first-call resolution. Getting service agents up to speed faster while handling more calls with fewer reps. Reaching both start-up and stretch key performance indicators (KPIs) faster.

That's possible with Infor® HR Case Management. This comprehensive solution includes:

- A front-end, integrated HR portal that can be accessed anywhere, anytime by employees and service agents.
- A comprehensive, searchable knowledgebase that delivers personalized answers on policies, benefits, and more—in two clicks or less.
- HR-centric call tracking/case management for case tracking, workflow routing, and reporting.
- Single sign-on access to all HRIS and self-service solutions in a Web 2.0 front-end portal interface.

Empower employees to answer their own questions

The best call to your HR shared services center is the one that is never made. With HR Case Management for shared services:

- Employees access the personalized Infor HR Knowledgebase to find their own answers to HR-related questions—in two clicks or less. Access can be via the HR Knowledgebase or Portal can be integrated with other HR portals you already have deployed.
- The intuitive search bar is similar to today's popular websites—such as Yahoo!® or Google™—driving widespread employee adoption.

- Advanced indexing and meta tagging makes searches accurate and fast.
- If help is still needed, the “Ask HR” feature allows employees to quickly send an inquiry to the Infor integrated case management tool for service agent response.

Achieve over 90% first-call resolution

Targeted, relevant knowledge, from the HR Knowledgebase, at service agents' fingertips promotes first-call resolution of a large majority of issues:

- When an employee submits a self-service case, or calls the helpdesk, service agents access the HR Knowledgebase in a powerful emulation mode—seeing employee-specific information.
- HR service agents have a complete historical view of employees' current and past communications, ensuring effective management of issues and helping to prevent “answer shopping.”
- Service agents can attach knowledgebase solution links directly to case resolutions so callers can review answers directly from the knowledgebase.
- Cases pre-populated with information from your HRIS promote more efficient, less error-prone case management and resolution.

Help service agents ramp up faster and work smarter

Infor's industry-leading HR Knowledgebase provides comprehensive content on policies, benefits, and more so your agents don't have to learn from scratch. Fast access to accurate answers means higher call volume per rep. In fact, HR Case Management customers typically achieve a 1:2000+ employee-to-rep ratio and staff their HR shared services centers with fewer than 50% of the reps originally planned.

This all means that your service agents can:

- Work in a user-friendly, modern online environment that helps them stay organized.
- Enjoy accurate case tracking and resolution capabilities—including file attachments and links/text copied from the Infor HR Knowledgebase.
- Benefit from intelligent, configurable, and automatic case assignment and controlled routing paths.

Deliver powerful features for all stakeholders

With HR Case Management, your stakeholders are empowered with tools that support greater efficiency.

Your employees can:

- Access a personalized, searchable knowledgebase 24x7 to get their own answers to HR questions 80% to 90% of the time.
- Find their answers in two clicks or less. Employees see only personalized information relevant to them.
- Submit help tickets. From anywhere in the knowledgebase, employees can create a case that links service agents directly back to the source of the employee's question.
- Correspond with service personnel via case notes.
- Close their own cases if they find an answer in the knowledgebase or their issue has been resolved.
- Check spelling on case details they enter including issue details and case notes.
- Attach documentation to their cases in 17 supported file formats.

Your service agents can:

- Get an at-a-glance view of their workload with a service agents' dashboard—drilling into My Open Cases, Unassigned Cases, Service Group Cases, and Reminders.
- Use categories and subcategories to track tickets.
- Transfer or escalate cases to experts in a service group or to a specific service agent.
- Set follow up reminders to stay organized.
- Access real-time HR data from the HRMS system of record without navigating outside of case management.

What if you could...

- Have employees resolve the majority of their own questions?
- Promote first-call resolution?
- Provide better service with fewer reps?

Your administrators can:

- Get an at-a-glance view of HR Shared Services operations with a powerful Administrator Dashboard.
- View detail on all cases.
- Configure case management settings.
- Access robust reporting and data export capabilities.
- Use built-in analytics to track KPIs and specific service-level agreements (SLAs).

Integrate the critical elements

Infor HR Shared Services integrates the three critical elements needed for effective HR service delivery:

- **Infor HR Knowledgebase:** Delivers advanced search capabilities with personalized answers on policies, benefits, and much more. It can be accessed directly by employees and service agents. The portal unifies all back-end, HR-related, self-service solutions, the HR Knowledgebase, and your HRIS—with a single sign-on and easy-to-use front-end interface.
- **Infor HR Case Management:** Delivers a case management system for call and case tracking, workflow routing for issue resolution, and extensive reporting capabilities.
- **HRIS Integration:** Infor delivers front-to-back integration of your HRIS email, and telephony systems, through the HR Knowledgebase/Portal and Case Management tracking system.

You can use these three components as an integrated end-to-end HR shared services solution.

Use a multi-tier approach to HR service delivery

Tier-0

Employees access the personalized, searchable HR Knowledgebase via the HR Portal—getting their own answers to HR questions. When the HR Knowledgebase and Portal are integrated with self-service solutions, transactions are also completed in Tier-0. Best practice KPIs indicate that 66% of HR inquiries can be resolved at this level. Infor customers are realizing 80% to 90% Tier-0 resolution.

Tier-1

Issues that cannot be resolved at Tier-0 are escalated to Tier-1, or the HR shared services Center (helpdesk, call center). Service agents at Tier-1 share the same knowledgebase, enabling them to see the employee's specific policies, plans, and more. Best practice KPIs indicate that 28% of issues can be resolved at the Tier-1 level.

Tier 2

In this model, no more than 6% of issues need to be escalated to the experts—freeing your HR talent for transformation initiatives and other strategic work.

Develop stronger HR results

Infor HR Case Management helps HR efficiently manage and track employee inquiries, reduce the cost of HR service delivery, provide a self-service portal, and minimize HR head count. And, HR is freed to focus on creating more value.



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About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 73,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

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INF-1451478-EN-US-1114-1