

FLYER

# SELF SERVICE AS PART OF STATE-OF-THE-ART HR SERVICE MANAGEMENT

Employees of an organization expect rapid and reliable assistance from HR in response to queries or service requests. Employees usually reach for the phone first, but that's not the most efficient choice, since routine requests can also be handled automatically by self service. Yet common self-service solutions mostly fail due to the lack of user acceptance. That's why Valuation offers a completely new self-service concept for HR organizations: It unites all self-service offerings in one interface and so provides users with central access to all HR services.

## Valuation Self Service

— Valuation comprises a self-service solution that pools all HR-related information and functions for employees in a single channel. Regardless of whether an employee wants to submit a general question to HR or a service request: Valuation provides all these functions in one interface. And Valuation doesn't replace your existing systems, such as the HR ticketing system or the personnel master database. However, it can be easily integrated in these systems.

Self service with Valuation boasts a unique operating concept that ensures high user acceptance and a sustained reduction in inquiries to HR.

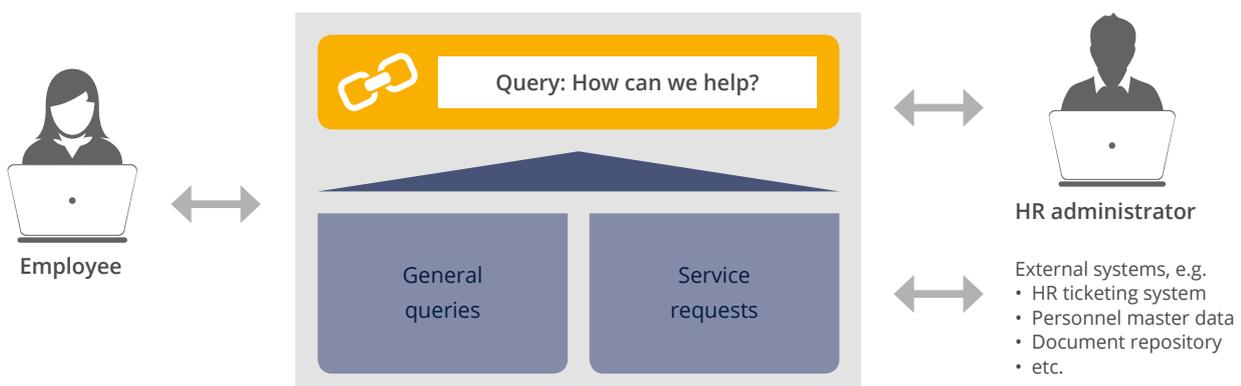
## BENEFITS

### Valuation enables you to

Reduce the number of queries in HR by up to 20% by offering employees self-service access to information

Cut HR's workload from routine inquiries, since employees can help themselves

Offer users a 100% sense of achievement because they are always helped



## KEY FACTS

### Valuemation

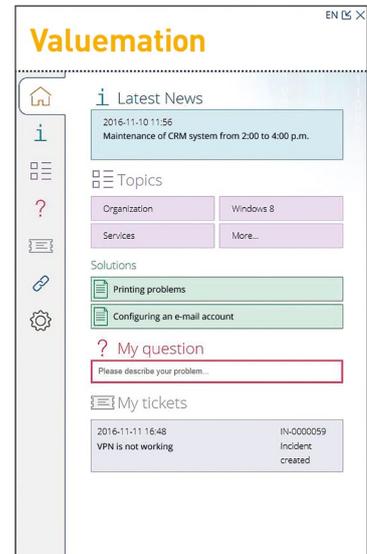
Offers users a very intuitive operating concept with a high degree of acceptance

Ensures automated searching in the knowledge base and so leverages its potential to the full

Complements your existing HR system with self-service functions and is easy to integrate

### Intuitive, Smart Operating Concept

— Common self-service solutions usually have complex interfaces with a large number of windows and navigation options. In contrast, Valuemation has a far simpler design and looks like a personal assistant. Users enter their query in the central input field and Valuemation concurrently presents suitable answers. That may be information from HR or company regulations, as well as forms for requesting specific HR services. Instead of having to search in and find their way about a large number of information resources and applications, users are taken directly to the relevant location by means of the intelligent search.



### Sustained Reduction in Routine Inquiries

— Users of customary self-service solutions must decide at the very outset whether they want to contact the HR department directly or first search on their own for possible answers in the knowledge base. But if employees keep on failing to find a suitable answer to their questions, use of the knowledge base drops very soon and users contact the HR department right away. That appears to be an avoidable upshot if customary self-service solutions are used when you consider that the HR department is rarely able to answer more than 30% of all possible questions with suitable solution documents at reasonable time and effort.

With Valuemation, there is no longer this differentiation between search and making contact. Users formulate their query and the system automatically searches for suitable solutions in the knowledge base while they are inputting their text. If they don't find an answer, users can switch to the ticket input function or chat at the touch of a button or ask to be called back. The query is transferred automatically and does not have to be entered again. That results in continuous use of the knowledge base and a sustained reduction in inquiries to HR.

### Any Time, Anywhere

— Valuemation accompanies users like a personal assistant in every situation – whether on the road on the smartphone or tablet or on the PC workstation in the office.

## INFO

Valuemation's automatic search function ensures that the knowledge base's contents are used to the full. That's the only way to achieve a lasting reduction in tickets.