

Point of Business for Human Resources



Optimize Your HR Service Management

The human resources department is one of the most complex areas of business operations for managers and employees. Well run companies identify ways to simplify processes and share information quickly and easily. The Point of Business module for HR (POB HR) is a powerful tool that allows you to effectively plan, achieve improved efficiency and quality in HR decision making; and improve employee and managerial productivity. With improved HR service management you can better enable business success, and meet regulatory compliance.

The POB Platform is a very flexible and configurable service management system. The adaptability of POB is what makes it so powerful across organizations. Every department has unique needs and requirements. POB can handle almost any process through simple configuration and little to no programming. POB is preconfigured with many essential features required by Human Resources. POB HR has a range of out-of-the box HR features and functions. You can use them as is, or adapt them to your business through simple configuration. From Employee Administration to HR Case Management and Employee Self-Service, POB HR has the complete solutions you require.

FUNCTIONS AND FEATURES

POB HR is an HR functionality delivered out-of-the-box

- ✓ Self-service Portal
- ✓ HR Requests
- ✓ On-boarding and Off-boarding
- ✓ Surveys and Questionnaires
- ✓ Track Employee Information
- ✓ Performance Reviews
- ✓ Knowledge Management
- ✓ Skills, competences and Training
- ✓ Budget and Expenditure by Employee
- ✓ Attachments
- ✓ Email Automation
- ✓ Key Performance Indicators
- ✓ Security around roles and data
- ✓ Process automation

Top HR Use Cases

There are many different functions available out-of-the box. These are some of the most popular:

On-Boarding / Off-Boarding: Managing your workforce is critical to the success of HR. You cannot afford to lose productivity with a lengthy process to onboard new hires. It is also critical that when an employee departs the access is revoked, all material issued to the individual is collected and appropriate guidelines are followed. POB HR handles all of these needs and more through the use of POB workflows. The process starts with a webform with built in questions that a manager can easily complete through the self-service portal. Or the process can be integrated with an external HR system. The workflow is automatically launched assigning different activities to different groups or individuals at the appropriate time and based on the information gathered. Workflows have many activities including approval steps.

Case and Knowledge Management: Delivering self-service and answering HR requests is critical to productivity. Knowing where information resides across individual and teams, and transferring that knowledge effectively across the organization is the goal. POB HR has a self-service portal that is intuitive and includes many powerful features. These features enable the employee and HR staff in resolving issues by asking the right questions (utilizing POB Webforms). It utilizes knowledge management features to provide a searchable, standard knowledge base of HR policies, procedures and articles. Knowledge can be extracted from articles, company websites, external search engines for searching through PDF's or other files.

In addition, POB HR automatically processed HR requests and follows auto-routing and auto-notification based on the stages of these request types. You can securely and efficiently track employee requests and resolution. Ticket or Case screens will dynamically change to show only the attributes needed for the particular type of request. POB HR has a single-pane view to manage service requests and dashboards to view metrics on employee satisfaction, case trends, SLA's, etc.

COMMON HR REQUEST TYPES

- ✓ General Requests
- ✓ Complaints
- ✓ Harassment Issues
- ✓ Ideas of Suggestions
- ✓ Management Questions or Issues
- ✓ Time-Off Requests
- ✓ Approvals
- ✓ Default Process
- ✓ Change of last name requests
- ✓ Trip requests
- ✓ Vacation Requests

Surveys and Questions: This is a common request by HR organizations. A questionnaire is easily generated and can be dynamic. It is a powerful tool when used within POB Webforms. A link can be provided via an email or within the self-service portal to provide easy, clickable access.

Track Employee Information: Utilizing employee information is essential to assist employees from questions about benefits to the broader organization or their professional development. Information may be put in manually or come from integrated external systems through simple POB HR integration capabilities and methods.

How HR Service Is Changing Post Covid

2020 highlighted a new perspective for many HR professionals. Managing people remotely or providing support to a hybrid workforce became more of a standard than exception. Ensuring business continuity and employee productivity was one of the biggest challenges of the past year. This highlighted for many a gap in their HR service offerings. As business continues to evolve there are some areas to consider:

Scheduling becomes more complex: As employees contemplate the return to the office, the risk increases with managing people in one space at one time. In some cases it is simply about reconfiguring workspaces, in others its minimizing contact through scheduling. The use of technology to manage the increased complexity of schedules, questions and requests will increase efficiency and reassure employees.

Employee monitoring increases: Employee health data collection initiatives are likely to increase in the post-pandemic workplace. HR systems and tools can gather information about employee health, proximity, shift hours to allow HR to use the data to crate safer workplace assignments.

Remote support for workers continues: As some companies return to their offices, many will chose a hybrid situation or allow employees to remain working from home. Ensuring business continuity, from communications, to technical support and collaboration will remain for years to come. Technology can help expand remote-work capabilities.

30% of U.S. workers said their job can't be done remotely, and 44% of employees working from home "can't wait to get back to the office" post-pandemic.

**Source: Forrester 2020
PandemicEX Survey**

Virtual Agents Enable Better Service

Serviceaide also brings you Luma Virtual Agent (VA). A conversational agent that leverages natural language processing to provide an intelligent approach to service management. With years of experience, and customer input, Luma VA provides better service experiences by providing employees with an intelligent, natural language conversational approach to HR Service Management. Just imagine:

- a conversational interface that guides users to actionable requests and improved self-service.
- 24 x 7 availability to service your employees around the globe
- seamless integration with POB HR
- issues or requests that can be reported anywhere and at any time, in an intuitive manner.

Ask For A Demo Today

Serviceaide's Point of Business (POB) Platform is a robust and customizable solution for HR service management. In fact, POB for HR is just one piece in a complete service management solution. From HR to Facilities to Purchasing to Administration, POB spans the business. If you are looking for speed of delivery, flexibility and seamless integration, we have the solution for you.

Customers successfully utilizing POB HR to improve productivity and employee experiences

The logo for AT&T ELI8, featuring the letters 'AT&T' in black, followed by three vertical bars of increasing height, and the letters 'ELI8' in black.The logo for Salt Lake County, featuring a stylized 'SL' in purple and yellow, followed by the text 'SALT LAKE COUNTY' in purple.The logo for NSB, featuring the letters 'NSB' in red above a stylized red symbol resembling a '3' or a winged 'E'.The logo for WDR media group, featuring the text 'WDR' in blue, a registered trademark symbol, and 'media group' in blue below it.