REF-OR-M SOLUTION – HR HELP-DESK

The REF-OR-M for HR Help-Desk offers a pre-configured, end-to-end reference solution, tailored to suit varied set of needs related to provide an easy and cost effective way of handling company's daily HR needs. It provides a quick way to get information from a variety of channels and devices. It is your Employee's first stop for everything from policies and procedures to information to submission of questions. It manages employee's interaction, organized self-service and case management.

It comprises end to end process flows, proven best practices from successful, D365 transformation engagements to achieve greater business value with Microsoft Dynamics 365.

The REF-OR-M Solution HR Help-Desk offers solution components for efficient employee help with service metrics, Omni channel case and SLA management, employee facing chatbots based on Microsoft Bot framework, management of Employee contacts, HR service team management, automation rules, 360-degree view of Employees, knowledge base for resolving cases quickly and accurately and Analytics and Insights for advanced reporting.

REF-OR-M Framework

- Accelerated Cloud Transformation Methodology
- Business Value Articulation & Advisory
- Reference Organization Model
- Pre-Configured Solution
- Implementation Workbench
- Digital Solutions
- Point Solutions & Business Content

REF-OR-M » Reference Organization Model

The HR Help-Desk solution is built using the Reference Organization (REF-OR-M) Framework which is a pre-packaged solution enabling faster deployment, reduced TCO, enhanced experience and superior quality

Solution Capabilities & Business Process Breakdown

Infosys REFORM Solution Offerings on D365 for HR Help-Desk

HR Case Management

- Quickly browse details of similar cases with its description, notes and solution
- Enterprise Case Management
- SLAs & Routing Rules
- Automatic follow-up task creation
- Interactive Service Hub
- Automatic Case Escalation
- Automatic Follow-up task creation

HR Knowledge Management

- Configure and get Knowledge Articles recommendations
- Knowledge available across all channels
- Full lifecycle and versioning support
- Rich content; Multi-lingual
- Feedback capture and comments
- Monitors usage

- Document Management
- Program, Policy and Procedure content
- Employee communications
- Analyzes Case along with its activities/notes for keywords/ key phrases for suggesting Knowledge Articles

Employee self service portal with intelligent bot

- Guided bot flow to help Employees
- Easy to access overview of employee's recently logged cases for quick reference
- Search answers with powerful search capabilities that features a keyword search for navigating content
- Doc capture

Omni-Channel Support

- Employee Self service support portal
- Intelligent Chatbot
- Social Channels support
- Outlook integration
- Live Chat with Audio Video calling feature
- Surveys and Feedback
- Case creation via email automation

Analytics & Insights

- Business & Operational KPIs
- Analytics and Insights reporting
- Smart Dashboards
- Pre-built Reports

Deployment Approach

Initial Due Diligence using our ACE program

Business Value Articulation explore the solution to define road-map to form end-to-end business processes; where value resides in the execution of these process steps

Preconfigured Solution and Business content

- Ready to run foundational configurations specific to HR Help-Desk
- System specific process flows for further customization analysis

Point Solutions, Business Content & Digital Solutions

- Horizontal Solution can be used by small, mid-sized or large enterprises across verticals
- Digital Solutions (like chat-bots/ AI/ML etc..) available in ready to deploy state

Applicability of REFORM Solution

- **Greenfield implementation, Upgrade** or move to modernization using a digital platform like Dynamics 365
- Focus on building application in **agile and incremental** way
- Consolidation of employee records to create a single source of the truth that represents all channels and employee touch points i.e., **synchronized employee information**
- **Pre defined industry specific Microsoft Dynamics 365** modules for automation in processes for multiple utility specific customer requirements.
- Leverage **best practices from successful** Dynamics 365 transformation engagements and reduced handoffs between systems and groups to achieve greater business value

Key Benefits

Increased speed and accuracy

- Reduced call-handle times
- Consistency across agents
- Reduced training times
- Reduced context-switching
- Increased Employee Satisfaction

Efficient case tracking and archiving

- Enhanced compliance to legal issues, disputes, harassment, etc.
- Detailed case history

Accessible on the go

- Responsive design for rendering on any screen, device (tablets/ phones), browser and orientation, yielding similar experience.

Saves time and dollars

- Fewer calls with HR
- Frees up resources for more strategic work
- Cases are resolved faster

Well defined and implementable SLAs

- All processes are traceable hence measurable
- Internal processes of clients also improve
- Leads to better brand value and Employee satisfaction

Measurable Performance Metrics

- Various Analytics reports help in understanding employee satisfaction level
- Reports help in future HR planning of policies and attention to hot areas

Infosys®
Navigate your next

For more information, contact askus@infosys.com

Infosys.com | NYSE: INFY

Stay Connected