



To provide your employees with top-notch customer service, your human resources (HR) staff must respond quickly and accurately to employee inquiries. SAP can help you expedite the inquiry response process with an employee interaction center (EIC). This fully integrated offering delivers a world of information and resources to the desktops of your HR generalists, empowering them to respond efficiently to employee requests and helping them transition to strategic, service-oriented roles. And because it lets your HR staff work more productively, the offering also decreases service costs, increases corporate margins, and improves employee retention rates.

mySAP Human Resources Brief

EMPLOYEE INTER-ACTION CENTER

BETTER EMPLOYEE INTERACTION THROUGH BETTER SYSTEM INTERACTION

Employees wait endlessly on hold. Incorrect answers to inquiries cause problems and misunderstandings. Systems jam with multiple requests for information on the same topic. Information sources are inaccurate and out of date. The human resources (HR) staff is buried under unnecessary or redundant administrative paperwork.

Do these problems sound familiar? If so, you are not alone. Many HR departments are struggling to cope with a high volume of employee telephone calls and e-mail. Some managers have called on expensive HR specialists to help resolve the crisis.

It may be time to think beyond stopgap solutions and resolve these problems long-term. You can begin by getting a grasp of the big picture: Are your HR generalists able to respond consistently to employee inquiries? Are their responses in alignment with corporate policies? Is your HR staff strategically positioned for optimal performance results? If the answer to these questions is "no," you may want to consider streamlining your HR service by delivering responses through a single point of contact — an employee interaction center (EIC).

AN INTEGRATED EIC OFFERING

An EIC is the only fully integrated business scenario that can meet all your employee-response needs. It provides complete and powerful capabilities for all types of employee interactions, whether they take place via phone, e-mail, Web text chat, or fax. It also complements manager and employee self-service options.

Built on the SAP NetWeaver™ technology platform, the interaction center offering integrates seamlessly with all human capital management (HCM) business processes such as those related to health and retirement benefits, payroll and compensation, employment, and mobility. Just as important, it integrates with the tools needed for total administration and management of the interaction center itself.

This integrated approach ensures synchronization across all points of employee contact. In addition, it gives you the ability to capture, view, and use real-time performance measurements to provide a service-level commitment to your employees.

Even enterprises with powerful employee and management self-service capabilities often require an EIC to fulfill a service. Self-service, after all, requires Internet access, a difficult challenge for certain groups of employees – those working on a shop floor, for example, or consultants on the move, or retirees. True, some of these employees have access to corporate kiosks, but kiosks can pose privacy and security problems as well as challenges for those with physical handicaps. The bottom line is that companies supporting a geographically distributed or virtual workforce need consistent shared-service offerings. An EIC offers these companies and their employees more flexibility and ensures consistent, personalized service.

Moreover, the offering allows you to optimize your HR staffing resources by providing productivity tools such as:

- Powerful knowledge-based search capabilities
- Scripts that walk HR generalists through standard corporate processes consistently
- Workflow automation to increase efficiency and streamline escalations

As a result, an EIC helps your organization become a leader in delivering added value to your employees. It also empowers your HR department to focus on more strategic tasks in support of the employee life cycle – tasks such as recruitment, talent management, and training requirements.

World-Class Capabilities and Functions

An EIC provides the capabilities your HR department needs to become more efficient, productive, and service focused. These capabilities cover two primary areas:

■ **Contact management**

You and your HR staff can manage and process information (contact history, for example) about individual employees across all touch points, whether the employee is asking about a standard HR process or a more complex issue. You can also view previous interactions to provide additional clarification consistently, reducing expensive employee “answer-shopping.”

■ **Activity and case management**

You and your staff can record and process all procedural steps and follow-up activities. The offering’s case management features let you combine related employee requests into a single follow-up procedure, improving overall staff efficiency. For more complex requests, you can assign multiple activities within a case to various responsible employees for accurate and timely reconciliation.

The EIC offering also provides all the core functions you need for world-class support of your employee relations. These functions include:

■ **Knowledge management**

An EIC brings enterprise intelligence to the desktop to expedite employee inquiries. Your HR staff can quickly and easily search for solutions based on corporate policies and procedures, frequently asked questions, and third-party knowledge bases, increasing the number of requests resolved on first contact. Each employee’s role can be defined so that only the solutions relevant to his or her position are searched, protecting both corporate policy and employee privacy.

■ **Alerts and scripting**

Alerts automatically notify HR staff of open requests, employee status, or other relevant business criteria, saving precious response time. Broadcast messages allow managers to keep their staff aware of pertinent HR information. Interactive scripts lead your HR generalists through the business processes in compliance with corporate standards.

Scripts can consist of different branches, allowing your staff to shift the business process based on an employee's responses. (For example, an agent would follow one branch of a "benefits" script when responding to someone who wants to enroll in a program and another when responding to someone who wants to add dependents.) Managers can use drill-down capabilities to evaluate how (and how much) scripts are used in order to optimize their effectiveness. And because the offering automatically takes staff members to the transaction screens they need rather than requiring them to know where to go, it reduces HR training costs.

- **Transaction launcher**

A transaction launcher triggers any SAP® transactions or third-party applications that must be performed. It can be customized to meet job requirements. Using this launch pad, the HR staff members can easily access all the transactions they need to work on as they respond to requests from employees – transactions that include HR master data maintenance files, payroll transactions, and much more.

EIC Management

SAP gives EIC managers a portal-enabled interface to help them run their departments efficiently. Intuitive and efficient, the interface can easily be customized to adapt to the different roles (supervisor, team leader) and tasks (pursuing team leads, measuring a team's key performance indicators) within the interaction center. This robust tool supports the following functions:

- **Analytics**

Decision makers can easily see trends in employee inquiries, measure the impact of corporate policy changes, track the number of employee interactions by communication channel, and evaluate personnel performance and employee behavior. This helps identify opportunities to increase efficiency and employee satisfaction, optimize the interaction center's efficiency, evaluate return on investment (ROI), and ultimately decrease costs.

- **Workflow**

Employees expect to be able to contact your enterprise about any issue and to have that issue resolved to their satisfaction. An EIC supports their confidence in you. It automatically passes tasks and activities to the supervisors, support staff, or other departments charged with fulfilling commitments to your employees. It also makes it easy for managers to specify and design business-defined workflow to ensure nothing gets overlooked and that the appropriate escalation rules are in place. This way, employee requests are processed and resolved in the planned amount of time and service commitments are fulfilled.

- **Real-time monitoring**

In today's fast-paced enterprises, managers need to know their environment and make instantaneous adjustments to meet business demands. The portal allows EIC managers to monitor dynamic data such as interaction statistics displayed on a dashboard as well as to view analytical information so that they can take immediate, proactive steps to resolve pending issues. This guarantees service levels are maintained and empowers managers to ensure maximum efficiency of the entire interaction process.

THE POWER OF EFFECTIVE EMPLOYEE INTERACTIONS

Through its world-class productivity tools, an EIC transforms your HR department into a strategic, service-oriented response center. It provides the tools you need to collaborate on and successfully achieve business objectives while maximizing the value of your human capital assets. With an EIC, your organization can:

- **Increase employee satisfaction**

Provide every employee with prompt, personalized, and courteous service – and ensure that they receive accurate answers and efficient follow-through on all commitments.

- **Decrease costs**

Provide HR generalists with the tools they need to resolve issues on the first contact, freeing up expensive HR specialists to focus on more strategic tasks.

- **Improve credibility**
Give your HR staff the ability to verify corporate policy, employment status, entitlements, and service commitments based on up-to-the-minute information.
- **Increase productivity**
Provide your EIC staff with the accurate, up-to-date information they need to work more efficiently and productively.
- **Synchronize data**
Coordinate the information gathered and maintained in various systems from every area of your company – marketing, production, shipping, and service – and make it available in one data stream to eliminate tedious manual searches and improve employee satisfaction.
- **Increase efficiency**
Enable EIC managers to optimize staff, monitor the contact center environment in real time, and react immediately to meet business needs and ensure that service levels are maintained.
- **Build morale**
Help your HR staff feel empowered and successful in their efforts to deliver high-quality service and satisfy employee needs.

For more details on how an employee interaction center can improve the ROI in your HR department, visit www.sap.com/hr

mySAP™ BUSINESS SUITE:

YOUR INDUSTRY. YOUR BUSINESS. YOUR FUTURE.

mySAP™ Business Suite provides unlimited scalability, best-of-breed functionality, complete integration, and easy collaboration over the Internet for every business.

Each mySAP Business Suite solution is powered by the SAP NetWeaver technology platform, a comprehensive integration and application platform that helps reduce total cost of ownership. mySAP Business Suite consists of best-of-breed solutions that incorporate powerful core functionality, industry-specific features, and best practices based on three decades of SAP experience.

It all adds up to a family of solutions that work together seamlessly to help you achieve your business goals.