



## **EMPLOYEE INTERACTION CENTER**

### **Streamlined HR Service Delivery**

#### **Better Employee Service with an Employee Interaction Center**

Are your HR professionals able to respond consistently to employee inquiries? Are their responses in alignment with corporate policies? Are expensive HR specialists being properly utilized? Is your HR staff strategically positioned for optimal performance results? If the answer to any one of these questions is “No,” consider streamlining your HR service delivery through a single point of contact. The interaction center functionality available with the mySAP™ ERP and mySAP Customer Relationship Management (mySAP CRM) applications can help you synchronize communications across all channels and touch points, decrease service costs, improve business processes, increase customer satisfaction, and drive revenue. HR efficiencies and ROI potential are optimized through better employee interaction, process execution, and cost control. You can coordinate your interaction center with other departments, providing customers, partners, and employees with helpful, consistent information quickly. Whether you are an existing SAP customer or new to the SAP world, we can offer a flexible shared services solution that’s right for you.

This solution delivers a world of information and resources to the desktops of your HR staff, empowering them to provide employees with top-notch customer service, respond efficiently to employee requests, and free up their time to focus on more strategic, service-oriented tasks. And because your HR staff can work more productively, an employee interaction center can decrease service costs, increase corporate margins, and improve employee retention rates.

While HR departments struggle with a high volume of employee telephone calls and e-mail, especially during benefits enrollment and year-end planning, employees can end up waiting endlessly on hold. Decentralized and out-of-date information sources can lead to incorrect answers and misunderstandings. With multiple requests for information on the same topic, HR staff is overburdened with mundane, everyday tasks. The mySAP™ ERP and mySAP Customer Relationship Management applications can help expedite the inquiry response process with support for an employee interaction center.

## Improve Overall Human Capital Management

SAP® software provides powerful functions for all types of employee interactions, whether they take place via phone, e-mail, or Web request. These functions also complement manager and employee self-service offerings by providing an additional layer of support to improve your overall human capital management (HCM) service delivery.

mySAP ERP and mySAP CRM bring communication and decision support tools, such as employee profiles and contact history, to HR professionals and service center agents handling inbound inquiries, as well as support for critical HCM processes, such as those related to health and retirement benefits, payroll and compensation, employment, and global transfers and relocations. Now, HR staff members can spend their time quickly meeting employee needs rather than searching for information, policies, or employee-specific contact data.

This innovative 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 offerings often require an employee interaction center to fulfill broader service needs and support a shared services model. Self-service, after all, requires Internet access, which is not always available to certain employees – those working on a shop floor, for example, or consultants out in the field, or retirees. 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 reality is that companies supporting a geographically distributed or virtual workforce need consistent shared service offerings to expand their geographic reach and optimize end-to-end service delivery. SAP employee interaction center functionality offers you and your employees more flexibility, convenience, and coverage to ensure consistent, personalized service around the clock.

## World-Class Capabilities for Your HR Department

mySAP ERP provides the following capabilities your HR department needs to become more efficient, productive, and service focused:

- **Contact management:** Your HR staff can manage and process information, such as contact history, for example, about individual employees across all touch points, whether the employee has a question about a standard HR process or a more complex issue. HR staff can view previous interactions to consistently provide additional clarification, reducing expensive employee “answer shopping.”
- **Activity recording:** Your staff can record and process all procedural steps and follow-up activities, supported by flexible status handling. Activities can be classified against your own product and service catalog, prioritized, and routed easily to different levels of support within your shared services organization.
- **Knowledge management:** Enterprise intelligence is brought to the agent’s 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.
- **Alerts and scripts:** 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 apprised of pertinent HR information.
- **Transaction launcher:** A transaction launcher triggers an SAP transaction or third-party application that must be performed during the processing of an employee interaction. HR personnel can use this launchpad to easily access all the transactions they need when responding to employee requests – including HR master data maintenance files, payroll transactions, and any other transaction that your agents need.

- **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 the performance and behavior of interaction center personnel. These capabilities help identify opportunities to increase efficiency and employee satisfaction, optimize interaction center efficiency, evaluate 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 interaction center supports employees' confidence in your company – automatically passing tasks and activities to supervisors, support staff, or other departments charged with fulfilling commitments.
- **Service level agreements:** Your company can store service level agreements, which represent an agreement between customers (that is, employees) and the service delivery provider, about the quality of the provision of services, such as the amount of time it takes to resolve an issue. The software application helps agents adhere to service level agreements by providing support functions such as an automatically calculated due date.

## Two Deployment Options

SAP offers two ways that customers can deploy an employee interaction center: with mySAP CRM or with mySAP ERP.

### Employment Interaction Center in mySAP CRM

With mySAP CRM, you get **interactive scripting** that leads your HR staff through business processes in compliance with corporate standards. Scripts can consist of different decision trees, allowing your staff to adjust the 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 functionality 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, HR training costs are reduced.

**Case management** features let HR staff combine related employee requests into a single follow-up procedure, improving overall staff efficiency. For more complex requests, multiple activities within a case can be assigned to various responsible employees for accurate and timely reconciliation.

### Employee Interaction Center in mySAP ERP

As an integrated function within mySAP ERP, the employee interaction center offers **standard integration to other HR portal roles**, such as employee self-service. Employees can place a request directly to the interaction center from their self-service function when they need additional support. Agents, on the other hand, can route a request to another level of support, such as a knowledge expert or specialist, represented by the HR portal role "HR administrator."

Employees can go through standard employee self-services to update an authentication profile for the employee interaction center. This **authentication information** can be used as an additional security check to verify the identity of the requestor who contacts the agent, based on a simple question-and-answer format. Thus, employee information is protected and only provided when authentication is verified successfully.

## The Power of Effective Employee Interaction

As a world-class productivity tool, the employee interaction center can transform your HR department into a strategic, service-oriented response center. You have the tools you need to collaborate on and successfully achieve business objectives while maximizing the value of your human capital. Your organization can achieve the following:

- **Increase employee satisfaction:** Provide every employee with prompt, personalized, and courteous service – and ensure that employees 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 interaction center staff with the accurate, up-to-date information they need to work more efficiently and productively.
- **Increase efficiency:** Enable interaction center managers to optimize resources, monitor the environment in real time, react immediately to meet business needs, and ensure that service levels are maintained.
- **Build morale:** Help your HR personnel feel empowered and successful in their efforts to deliver high-quality service and satisfy employee needs.

### Find Out More

For details on how an employee interaction center can improve the ROI in your HR department, visit [www.sap.com/erp](http://www.sap.com/erp).

### Powered by SAP NetWeaver®

mySAP ERP and mySAP CRM are powered by the SAP NetWeaver® platform. SAP NetWeaver unifies technology components into a single platform, allowing organizations to reduce IT complexity and obtain more business value from their IT investments. It provides the best way to integrate all systems running SAP or non-SAP software.

SAP NetWeaver also helps organizations align IT with their business. With SAP NetWeaver, organizations can compose and enhance business applications rapidly using enterprise services. As the foundation for enterprise service-oriented architecture (enterprise SOA), SAP NetWeaver allows organizations to evolve their current IT landscapes into a strategic environment that drives business change.