



Answering your employees' questions automatically, online



Whether you're a small company or a large organisation, in these times of change the pressures on HR staff and employees have never been greater.

In a recent survey of HR professionals representing over 175 companies:

- 84% said it was a challenge to respond promptly and accurately to questions from employees, particularly in times of change
- 75% needed to make it easier to update and distribute new HR information to employees
- 74% would like to free up time for HR employees to deal with larger, more complicated issues

"Ask HR answers the majority of employee questions when they need them, creating time for our HR staff to devote to the more complex of employee issues. One of the biggest advantages is that every employee question is answered consistently. As an example, in one day Ask HR automatically handled 7000 employee questions that previously would have taken an inordinate amount of resource, planning and time for our HR staff to handle by phone."

Catherine Tausney
Head of HR, Aviva UK

Ask HR meets these challenges by turning your HR manual into a self-service knowledgebase that answers common questions immediately, reducing the need for employees to contact the HR department.

Employees can "ask a question" or browse for information anonymously – particularly helpful for sensitive topics, such as difficulties with one's manager, disciplinary problems, grievances, discrimination and long-term sickness.

Because Ask HR is intuitive and accurate, the vast majority of calls and emails into HR departments can be avoided, leaving your staff time to deal with complex issues.

Keeping Ask HR up to date is easy. HR staff can add new information at any time, while our publication and approval controls ensure that information is consistent and accurate. No longer will you have to wait weeks to produce printed information or make changes on your intranet sites.

Ask HR also enables you to identify the largest personnel issues in the organization, on a department-by-department basis, by using comprehensive built-in statistics to review all the questions asked.

Transversal's intelligent eService solutions enable organisations to achieve key sales, customer service and efficiency goals

Key Features:

- **Unique Memory Engine™ search technology** – automatically understands questions asked in “natural language” without requiring content to be coded or programmed. Employees can find answers through multiple methods, including full-sentence search, keyword search, cross-references or category browsing
- **Dynamic, self-organizing knowledgebase** – making it easy to add information. The knowledgebase can be updated at any time or in response to questions from staff. New content automatically prioritises itself within the knowledgebase and is immediately available to employees
- **Sector-specific rule sets for natural language processing** – allowing the search engine to understand the specialist language and terms used in HR. Built-in lexicons are also available for the following sectors: Finance, Corporate, Travel, Recruitment, Legal, Electronics, Retail and Education
- **Content management** – simple, powerful tools for content creation, quality control and scheduling publication
- **Email management (optional)** – allows queries to be escalated from self-service to HR staff. Email responses can be added to the knowledgebase. Features include: tracking ID, auto acknowledgement, agent desktop, intelligent routing, SLAs, standard and customizable email response templates
- **Easy-to-use HTML editor** – enables staff to incorporate PDFs, images and links in content without needing to know HTML
- **Brand consistent Web interfaces** – fully customizable look and feel to provide the best user experience and complement your corporate image

Key Benefits:

- Significantly improve the efficiency of your HR department, and reduce the pressure on HR staff, by answering everyday, repetitive questions from employees online
 - Give your employees the most accurate, up-to-date answers to their questions, without requiring them to phone or email your HR staff
 - Enable employees to ask questions anonymously about sensitive topics, such as bullying, discrimination or difficulties with managers
 - Identify the largest personnel issues in the organisation, and compare on a department-by-department basis
 - Make changes and new information available immediately – saving printing costs and avoiding delays
 - Improve internal communication and consistency of information – avoiding different information being given by different departments
- **Comprehensive reporting** – identify where employees have issues, determine where HR content is missing or unclear
 - **Multiple languages** – currently available in 16 European languages. Translation workflow ensures consistency and compliance across multilingual knowledgebases
 - **API standards support** – including SOAP, WSDL and .NET
 - **Integration** – integrates with existing Internet and IT environments. No plug-ins. No downloads required
 - **Browser support** – supports all major browsers
 - **Accessibility** – meets at least level 2 of the W3C guidelines

Painless Implementation

- Setup in 4-6 weeks
- Knowledgebase seeding provided as part of implementation
- Secure, hosted service
- No additional hardware or software required
- No disruption to existing systems or infrastructure
- Fully scalable
- 24/7 automated system monitoring and backup

Other services:

Metafaq: Web self-service, with email and marketing intelligence – for increased online sales, happier customers and lower Web generated query volumes.

Intrafaq: Knowledge management for call centres and employees – giving your staff, suppliers or sales channel immediate access to the information they need.

For a demonstration and more information, call 01223 488700 or visit www.transversal.com.



Transversal Corporation Ltd
Betjeman House
104 Hills Road
Cambridge
CB2 1LQ

Tel: +44(0)1223 488700
Fax: +44(0)1223 488701
enquiries@transversal.com
www.transversal.com