



Prescience™ for HR and the Enterprise

Features

Easy to keep up-to-date and dynamic

HR staff can add or edit information at any time with simple, powerful content creation tools. Built-in approval workflows with full audit trails ensure that information is consistent and accurate. New content automatically prioritizes itself within the knowledgebase and is available immediately meaning that there are no additional costs or delays incurred.

Intuitive and accurate

Our underlying Prescience™ platform stores and recalls information in the way the human brain thinks, not the way a computer works. The semantic, intelligent, natural language search mechanism relates concepts, recognizing the meaning of words in context. It automatically knows 'vacation', 'holiday' and 'time off' are similar, enabling users to phrase questions without needing specific keywords.

Anonymity

Employees can 'ask a question' or browse for information anonymously. This is especially useful when dealing with sensitive topics such as difficulties with a manager, disciplinary problems, grievances, discrimination and long-term sickness.

Reporting and analysis

Through comprehensive reporting and statistical analysis, you can identify the largest personnel issues in your organization and determine where content is missing or needs to be improved. Reports can be personalized to suit your individual requirements.

The solution is like putting your best HR Adviser on the intranet 365 days a year, 24 hours a day

Prescience for HR revitalizes your HR intranet portal by giving employees one place to go to "ask a question" and receive immediate conversational answers. No longer will employees need to search your intranet for policy documents that are challenging to read and difficult to decipher. Prescience for HR is intuitive, contextual, convenient and pro-active.

The challenge

Every HR department faces the challenge of utilizing its resources effectively. The business requires HR to spend more time on complex employee matters and strategic development and less time on basic every day administration.

In a recent survey of HR professionals representing over 175 companies, 84% said it was difficult to respond promptly and accurately to questions from employees, particularly in times of change.

With pressures to devote more time to strategic development this is an increasing trend and yet answering employee questions remains an important part of the HR function.

The challenge is reduce the administration by improving the employee's desire to self-serve. That means self-service needs to be easy, convenient, time saving and preferable to calling or emailing the HR department. Just like internet banking, it has to be a no brainer!

The solution

It's like putting your best HR Adviser on the intranet 365 days a year, 24 hours a day - always available, always consistent, accessible on the intranet or by mobile - Prescience for HR is guaranteed to reduce calls and emails into your HR department freeing your resources to focus on more complex and strategic activities.

Employees don't want to read policy documents; they just want answers.

Prescience for HR enables the HR department to turn policy and procedure documents into a dynamic, bite-sized and conversational self-service knowledgebase. It gives employees an intelligent and contextual search capability so they can ask questions and receive answers in a normal conversational style, just as if they were talking to a real HR Adviser. Once engaged, it guides, suggests and helps employees build their knowledge around the subject by showing the typical questions asked by other employees. It's easy, intuitive and convenient - removing the need to contact the HR department for everyday queries.

Additional features

24:7 access

Benefits both employees and the HR team. Employees get 24-hours-a-day access to information in a form that is both digestible and always up-to-date. This is particularly useful for organizations with shift workers or dispersed offices.

Email management (optional)

Queries can be escalated from self-service to HR staff. Features include: tracking ID, auto-acknowledgement, agent desktop, intelligent routing, SLAs and both standard and customized email response templates.

Fully integrated branding

The solution provides fully customizable branding options to deliver the best user experience and to reflect your organization's corporate website in terms of look and feel.

Simple implementation

Delivered as a secure, hosted service, there is no additional hardware or software required and no disruption to existing systems and infrastructure. The system is fully scalable to suit changing business needs and set-up can usually be completed in 8-10 weeks. It can also integrate easily with existing infrastructure and systems without the need for plug-ins or downloads.

Multilingual

Like our web self-service solutions, Prescience for HR supports multiple languages, including all major European languages, making it an ideal choice for international businesses.

Integration and accessibility

The solution integrates easily with existing IT and internet environments without additional plug-ins or downloads. It supports API standards including SOAP, WSDL and .NET and supports all major internet browsers as well as being compliant with key World Wide Web Consortium (W3C) guidelines for accessibility.



Easy-to-use editor

Staff responsible for updates and additions can incorporate PDFs, images and links into the content without requiring specialist technical skills.

The benefits:

-  reduces unnecessary emails and calls into HR
-  easy, intuitive and convenient; encouraging employees to self-serve
-  creates a central knowledge resource that supports employees, managers and HR
-  includes announcement functions to improve employee communication
-  improves consistency and auditability of answers
-  multi-role, multi-country and multilingual for international deployments
-  captures and categorizes every employee question giving you greater insight
-  simple to link into your HR portal/intranet
-  a hosted solution that requires no additional IT hardware or software on your premises
-  seamlessly adopts your own internal branding.



Contact us
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