

## Benefits of Case Management

- 75% higher productivity
- Lower operational costs
- Improved SLA compliance
- Increased employee satisfaction



## Capture and Organize Requests Easily and Efficiently

The HR Shared Service Center is the classic example of an organization that is asked to do more work with fewer resources. This means managing and closing more cases with a minimal number of agents. Fortunately, the Case Management module gives agents the capability to efficiently manage and resolve all requests that come into the Service Center, thus reducing operational costs and improving employee satisfaction.

HR Case Management accomplishes these benefits through the following features:

### “Single Point of Contact Dashboard” improves the agent experience and reduces operating costs

- The Case Management module receives requests from multiple inbound channels: mobile, email, chat, portal, telephone and text messaging
- All requests are converted to cases and presented within a single dashboard view
- Color-coded dashboard graphics and configurable alerts maximize SLA compliance
- The dashboard is designed to accommodate high volumes of case data to support large global service center environments



Neocase Case Management Manager Dashboard

## Multiple Team and Agent-based transfer options maximize productivity and reduce operating costs:

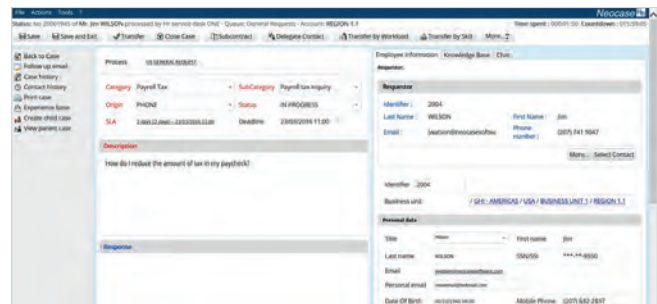
- Configurable and collaborative Team structure enables the operation of complex, global shared Service Center operations
- Workload-based routing automatically assigns cases according to agent workload, to balance volume across agents to improve SLA compliance
- Skill-based routing automatically assigns cases to the appropriate Subject Matter Experts to resolve cases more quickly, and improve SLA compliance and employee satisfaction
- Subcontract to third party
- Unlimited configurable transfer rules to automate custom transfers

## Configurable Case Forms improve user experience and precision of Case Management

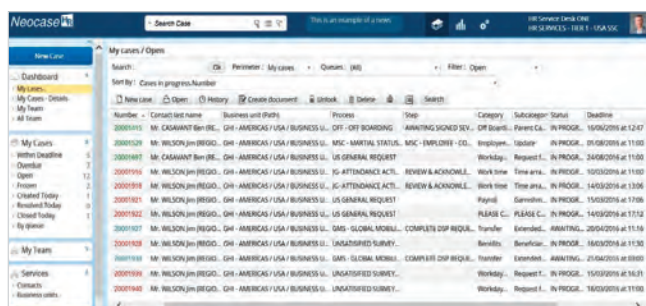
- Configure process-specific case forms using drag-and-drop form designer
- Store important case information as data within the case, instead of in attachments
- Increase automation by triggering rules from “custom” case fields, to increase overall productivity and reduce costs of processing complex transactions
- Increase analytical precision by reporting on “custom” case fields

## Dynamic user interface improves the agent experience and productivity

- Activate the Knowledge Base recommendation engine from within the case form to trigger automated searches, thus saving time
- LiveChat windows are embedded in the Case Form, and are automatically retained as part of the case record
- Send pre-configured email messages directly from the case form to save time drafting emails, and to drive more consistent communication for improved service quality
- Automatically create documents from templates, using case data to save time drafting documentation and improve productivity
- Easily create and view child cases, to track progress of individual tasks and maintain control over parent-child cases
- Improve compliance and transparency with a comprehensive audit trail that is automatically generated and maintained for each case



Neocase Case Management Case Form



Neocase Case Management Case List



Neocase Case Management Dashboard Agent