



## How to Consumerize the Employee Service Experience

- 1. Provide Instant Answers to Questions**  
Reduce HR case load by providing employees self-service access to HR information.
- 2. Allow Employees to Request Any HR Service**  
Make it easy for employees to quickly make requests and get help.
- 3. Automatically Route Cases to the Right People**  
Improve efficiency, accuracy, and time to resolution by automatically routing cases to subject matter experts.
- 4. Orchestrate Action Across Multiple Departments**  
Automate workflows across departments to improve complex processes, such as employee onboarding.
- 5. Provide a Consumer-Like Service Experience**  
Meet the expectations of a modern workforce with a personalized service experience, available anytime, on any device.