

SAP Product Brochure
SAP SuccessFactors Employee Central Service Center

SAP® SuccessFactors® Employee Central Service Center

Revolutionize HR Service Delivery

THE BEST RUN

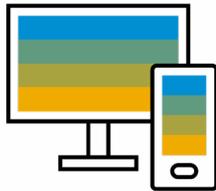




Objectives

HR service delivery is changing at a rapid pace. Employees expect HR experiences to be in line with what they are used to in their personal lives. **Information must be personalized and accessible**—where and when people need it.

When employees have questions, they need to contact their HR service team right away. This could be by opening a ticket, using the HR hotline, or sending an e-mail. Whatever communication channel—the response must be immediate.



Bring your HR service **delivery into the digital age** with SAP SuccessFactors Employee Central Service Center.



Help Employees Answer Questions Quickly

The SAP® SuccessFactors® Employee Central Service Center is a comprehensive HR service delivery solution that provides employees with an integrated knowledge base¹ that provides personalized HR policy information and the ability to reach out to the HR help desk directly through the system by phone or by e-mail. As seen in **Figure 1**, it can be as easy as clicking the “Ask HR” button from anywhere in the SAP SuccessFactors solution landscape, bringing you right to the HR policy information you are looking for.

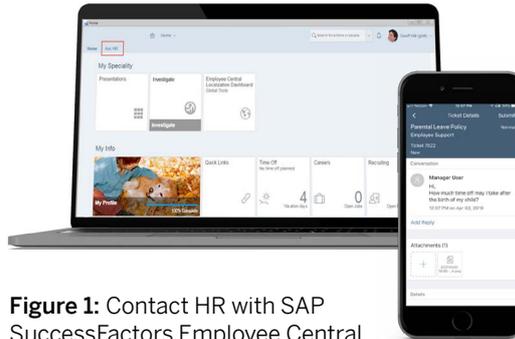


Figure 1: Contact HR with SAP SuccessFactors Employee Central Service Center”

Help Employees Answer Questions Quickly

Streamline Direct Contact with HR Experts

Foster HR Service Delivery Excellence and Improvement

1. The knowledge base can be accessed through SAP Jam™ Collaboration, the SAP Service Cloud Knowledge Central solution by MindTouch, or other OpenSearch-enabled products.



Let's say an employee is in the process of booking maternity leave and has a question about the company's leave policy. **Figure 2** shows how she can click on "Ask HR" directly from the "Time Off" page. This returns the relevant maternity leave policy information for that employee in her specific country. The process is the same across the HR domain for topics such as benefits, international transfers, payroll queries, career planning, performance cycle documentation, and more.

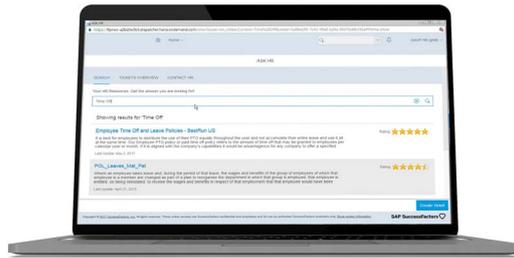
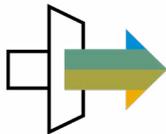


Figure 2: Policy Information in SAP® SuccessFactors® Employee Central Service Center

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When employees have HR questions, they **want answers fast.**



Streamline Direct Contact with HR Experts

Providing information to employees when they need it helps avoid frustration and greatly improves the employee experience. However, people will always have specific questions that must be answered by an HR team member. In these cases, employees are automatically routed to the right internal HR expert based on the nature

of the query, using ticket routing rules within SAP SuccessFactors Employee Central Service Center. Most of the employee's personal information is already prefilled and available to the HR team member—helping get to the point for quick and painless query resolution. Plus, by providing a direct connection to all relevant information in SAP SuccessFactors solutions, as shown in **Figure 3**,

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SAP SuccessFactors Employee Central Service Center lets HR experts look up any relevant information on an employee and make corrections as needed during the call.

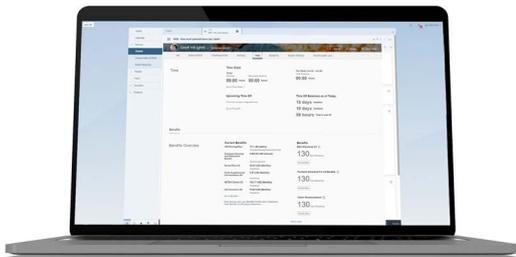


Figure 3: People Profile in SAP® SuccessFactors® Employee Central Service Center



HR experts have an employee's or contractor's information at their fingertips, helping resolve queries as quickly as possible. Communication between the employee, the HR expert, and any other involved stakeholders takes place within the ticket, providing a full history of the issue—from initial contact to resolution—which serves as a record and can also be referenced to help resolve similar queries more quickly in the future. As shown in **Figure 4**, HR experts can easily find similar tickets and use the embedded “solution finder” tool to look into policy information and previous communications that could potentially help with the current query and avoid duplicate effort.

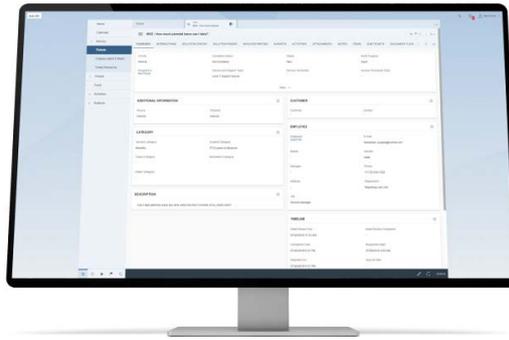
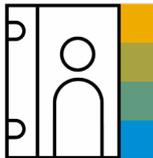


Figure 4: Ticket Record in SAP® SuccessFactors® Employee Central Service Center

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Employee information from across HR systems is **now available to HR service experts** at a single click.



Foster HR Service Delivery Excellence and Improvement

With SAP SuccessFactors Employee Central Service Center, you can align HR service delivery with employee expectations by defining the right service-level agreements (SLAs) up front. The solution allows you to standardize HR service

delivery using checklists, embedded satisfaction surveys, e-mail templates, and more, to help ensure correct and complete follow-up. When staff members reach out via phone or e-mail, HR experts can easily create tickets based on the phone call or automatically convert the e-mail to a ticket. This allows you to monitor workload and keep track of service quality.

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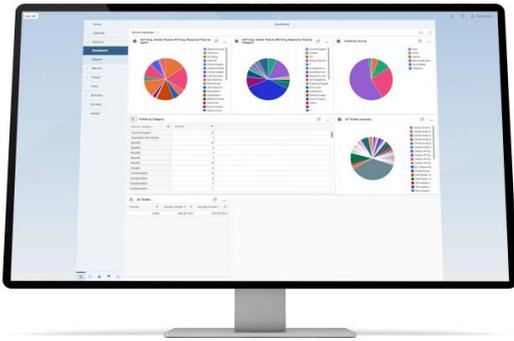


Figure 5: HR Service Reports in SAP® SuccessFactors® Employee Central Service Center

As seen in **Figure 5**, shared-service managers can use embedded reporting and analytics to analyze SLAs, gain insight into potential bottlenecks, and assess the quality of ticket resolution. Based on predefined SLA compliance reports or with the embedded reporting functionality, you can easily monitor your HR service delivery and introduce improvements to align your HR services with your employees' expectations.



Benefits

Knowledge base²—Not your typical information source:

- Results based on where employees are within SAP SuccessFactors system—so information presented is always contextually relevant
- Advanced knowledge of information that has already been presented and reviewed by employees made available to HR experts—saving time and improving service efficiency

“Ask HR”—create, submit, and view all requests in one place:

- Simple self-management of HR questions and issues
- Link available on every page of the SAP SuccessFactors—providing employees with fast access and answers to their HR questions

2. The knowledge base can be accessed through SAP Jam Collaboration, the SAP Service Cloud Knowledge Central solution by MindTouch, or other OpenSearch-enabled products.

Elevate the HR experience for employees

Let your HR service delivery elevate your employees' experience through intelligent content, connected IT systems, and close engagement with your HR service team.

Intelligent

Avoid frustration (and additional support tickets) by providing personalized and relevant information to your employees.

Connected

Take advantage of a connected HR software landscape to increase efficiency and insight.

Engaging

Let staff reach out to HR through multiple channels, including desktops and mobile devices, making it fast and easy to get in touch with HR experts.

The SAP® SuccessFactors® Employee Central Service Center solution can help make it happen.



- Central place for employees to create new requests and check the status of previous requests—saving time and minimizing duplicate requests

Simple, consumer-grade interface for HR service experts:

- Intuitive dashboards that are flexible and can be personalized, making it easier to manage open requests
- Immediate access to data from any SAP SuccessFactors solution, helping effectively resolve requests in record time
- Reports and analytics that let HR service managers measure and continuously improve service delivery
- Collaboration between HR service delivery team members for faster resolution of open requests

Transform Your HR Service Delivery

As with all SAP SuccessFactors solutions, SAP SuccessFactors Employee Central Service Center has a simple and intuitive user experience that is easy for employees and HR experts to navigate, transforming HR service delivery into a clever combination of form and function. The solution redefines employee engagement—simplifying the way people work by helping employees get the answers they need without information overload and by helping HR experts and managers strive for service delivery excellence.

Learn more

[SAP SuccessFactors Employee Central Service Center](#) can benefit your employees, service representatives, and HR management team.

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