



## *LBI HR HelpDesk*

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**Empowering Employees,  
Complementing Talent  
Management Solutions,  
Maximizing HR Productivity**



# HR HelpDesk is an industry-leading automated HR case management software and call-tracking tool.

## *The Latest and the Greatest*

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### **What HR HelpDesk offers**

HR HelpDesk is a best-of-breed automated case management solution based on years of user feedback and an entirely new code base. Functionality includes:

- ✓ Employee self-service portal
- ✓ Automatic case assignment
- ✓ Full knowledge base in FAQs
- ✓ Artificial intelligence and the ability to leverage machine learning to answer employee questions
- ✓ Document Manager
- ✓ Executive Dashboard for HR users
- ✓ Chat (HR to employee and HR to HR)
- ✓ Unlimited employees and users
- ✓ Issue resolution workflow in the cloud
- ✓ Case confidentiality
- ✓ Advanced search and query
- ✓ Mobile browser compatibility
- ✓ Real-time case history
- ✓ Single Sign-on (SSO) support
- ✓ Employee social media reporting
- ✓ Customizable workflows

# The Benefits

## ✔ Integrates with any major HRIS

- Populate HR HelpDesk employee records in real time with HRIS master file data (e.g., job title, ID number, date of birth, last four digits of Social Security number, personal email address, emergency contact, etc.)
- Integrate data using API, web services, database view, a flat file, or database integration, or import the employees yourself

## ✔ Integrates with most email systems

- Seamlessly integrate with corporate email

## ✔ Links with employee records in other systems

- Efficiently and securely link with employee records in Workday, Oracle HCM Cloud, PeopleSoft, ADP, talent management systems, etc.

## ✔ 100% Java, totally mobile

- Runs in all major internet browsers, plus on Apple iPhones/iPads, Androids, etc.
- Requires no plug-ins (doesn't require ActiveX, Flash, Silverlight, etc.)
- Fully responsive application – all screens work on all devices – desktop, tablet, or phone

## ✔ Includes hosting on Amazon Web Services

- AWS EC2 RDS
- Private Cloud – separate application instance and schema per client
- Seamless support and upgrades

## ✔ Optional hosting on-premise or dedicated server deployment

- On-premise deployment available with a licensing agreement
- Hosting by LBi available on a dedicated server
- Single-tenant application ensures that your data is not mingled with or accessible to outside organizations

## ✔ HR-focused data security

- Single Sign-on (SSO)
- Two-factor authentication
- Data encryption at rest
- Password encryption
- Developed with the latest static and dynamic application testing tools
- VPN-encrypted access

## ✔ Out-of-the-box or custom deployment

- LBi is staffed to support customized client deployments
- Service and support offers a full upgrade path for every installation

## ✔ Comprehensive online help at every screen

## ✔ Open-source tools – no expensive external licenses

## ✔ Completely and professionally supported by experienced LBi staff

## ✔ Search functionality – powerful and fast

- Search for any case or set of cases based on any field, including text fields
- Find cases by any combination of employee name, date range, assigned user, case category, problem or resolution text fields, location, status, etc.

## ✔ LBi HR HelpDesk maintains a permanent history of all case records

- Small record size ensures no need to purge old records unless desired

# Getting at Your Data

## *Reporting Lies at the Core of HelpDesk*

### ✓ **A wealth of reporting options, including:**

- Case Status and Case Detail
- Case Audit Trail
- CSR/Agent Effectiveness
- Case Ownership
- Open Cases
- Overdue Cases
- Aging of Cases
- Case Transfer Report
- Escalated Cases Report
- Days Open
- Urgent Cases
- Employee Survey Results
- Departmental/Divisional Analysis
- Case Category Analysis
- Case History Detail
- Employee Logins
- Knowledge Base Feedback
- Quick Answers
- Employee Grievance Audits

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### ✓ **Pricing**

Pricing is as low as \$1,500/month for up to 10 named HR users and unlimited employee self-service usage. Includes full HR HelpDesk application, all third-party licensing, and hosting on Amazon Web Services EC2 RDS.

# Why Switch?

*We know the cost – in both money and time – of switching to a new solution is high.*

*Why consider LBi then?*

### **It's built for HR**

We've been working in HR software for years. Our internal team understands HR professionals and has consulted with thousands of them on software build-outs for decades.

### **Your employees need access to information quickly**

Without that, they're constantly asking questions of HR – and HR is thus getting nothing done in the context of the actual business. Increased access to information means increased business value for HR.

### **Increased employee engagement**

When employees aren't out hunting for what they need, they can focus on the parts of their jobs they enjoy.

### **Confidentiality and privacy**

We help organizations be fully compliant and secure within the increasing landscape of privacy laws, including GDPR, HIPAA, and more.

## About LBi Software

LBi Software provides precisely engineered, customer-focused human resources technology solutions developed from more than 30 years of experience in HR technology and HR processes. Our flagship solution, LBi HR HelpDesk, is an innovative case manager and call-tracking workflow solution that creates a rich and powerful knowledge base on the fly, with a unique, tiered pricing structure that appeals to companies of any size. Our organic belief in – and solid reputation for applying – a true client-vendor partnership on every project ensures a highly configurable solution for businesses with as few as 50 employees or more than 50,000, always designed to put the power in the hands of the employee.

In addition, every LBi project is supported by our rich experience and expertise in Mobile Development, Business Intelligence, Data Warehousing, and Reporting and Analytics.

LBi Software is headquartered in Melville, N.Y., and is online at [LBiSoftware.com](http://LBiSoftware.com).

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