



## ***LBI HR HelpDesk***

EMPOWERING EMPLOYEES,  
COMPLEMENTING TALENT  
MANAGEMENT SOLUTIONS,  
MAXIMIZING HR PRODUCTIVITY.

# LBI HR HelpDesk – Empowering the Employee, Enhancing HR

Employees today are demanding more than ever from HR. As health insurance and benefits become more complicated, people require more information, need clarification and want answers quickly. It all puts more pressure on employee call centers and HR departments in companies of any size.

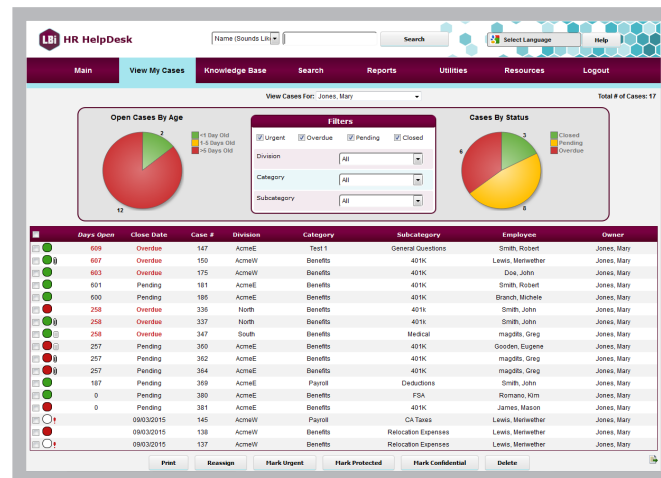
The problem is complex, yet the solution is simple: LBI HR HelpDesk, a complete call-tracking and help desk management solution for high-volume employee call centers, supported by unrivaled project dedication and customer service.

LBI HR HelpDesk is the leading software solution for HR case management - tracking employee calls and questions around total HR, payroll, recruitment, talent management and benefits.

It provides powerful HCM reporting and analytics, including a complete historical view of the interactions between HR and employees. This can minimize personnel disputes and expensive legal actions, while giving valuable insights into your employees' attitudes and concerns.

For the small and midsize business market, LBI HR HelpDesk is available in an innovative, tiered pricing model.

It provides  
**powerful**  
HCM reporting  
and analytics.



## Improve Service Levels

LBI HR HelpDesk delivers exactly what your call center staff needs to improve call escalation, speed overall problem resolution and increase the number of successful calls.

## Seamless Integration

LBI HR HelpDesk seamlessly integrates with leading HR packages to give customer service representatives (CSRs) a holistic view of employee information. CSRs can provide the accurate, timely and consistent answers callers need, with the fast response they expect. LBI HR HelpDesk also integrates with your existing company HR portal and supports Single Sign On (SSO).

## Decrease Costs

As a result, LBI HR HelpDesk can greatly improve CSR service levels and employee satisfaction – without increasing staff costs. Critical trends analyses and reports also help reduce call volumes over time, contributing to a healthy return on your investment.

## Empower the Employee

The LBI HR HelpDesk Employee Portal allows employees to access their own version of the LBI HR HelpDesk system. Employees can:

- View a history of their cases, which can include items such as questions, problems or comments
- Create new cases directly through the Web or by emailing the LBI HR HelpDesk system

Employees can directly access a knowledge base of commonly asked questions.

This puts important information at their fingertips, reduces the need for phone calls or emails to HR, and increases employee satisfaction by providing a quick and easy way to resolve issues.

## Wiki Knowledgebase

Administrators can easily create an “online help guide” for all employees in a “wiki” format that is searchable and indexed. Employees get quick and easy access to the information in documents ranging from benefits guides to employee handbooks and everything in between.

## Features

- Branded to your corporate logo and color schemes
- Easy-to-use interface, integrated knowledge base and robust reporting
- Instructional videos
- Quick and efficient resolution of cases
- Employee self-service for entering cases and viewing case histories
- Secures confidential communications from unauthorized eyes.
- Automatically creates a knowledge base of common problems and resolutions, and tracks use of the system
- Employee or CSR can electronically attach documents to a case
- Includes email integration – notifications, reminders and disclaimer management
- Powerful search functionality that uses “sounds like” and wildcard search
- Document Repository (or File Cabinet) – easy maintenance of commonly used documents, managed within LBI HR HelpDesk, to directly attach to cases
- Converts HR documents (employee manuals and handbooks, benefits guides, etc.) into a self-help, context-sensitive “wiki” database that is indexed, categorized and searchable
- Highly configurable to fit exacting requirements
- Server-based licensing



## Workflow

- Policy-based issue resolution – maintains all information about case issues and resolution management
- Tracks calls and issues from origin to resolution
- Streamlines HR customer service
- Tracks all interactions with the employee – email, phone calls, etc.
- Creates custom tasks for individual cases or standard tasks for specific case categories and subcategories.
- Automatically assigns and escalates cases
- Optional chat feature

## Management Reporting

- Manager dashboard with drill-down capabilities
- Flexible reports for management, with detailed analytics and metrics, such as average response time and first-time call resolution
- Ad-hoc reporting with easy, non-technical data-export to Excel and other systems
- User-defined name-and-save report filters for one-click retrieval (e.g., “Bob’s Overdue Cases > 2 Days”)
- Company-wide alert system
- Employee feedback survey
- Stat collector that identifies which policies and procedures can be better clarified for employees
- Powerful administrative utilities for quick and easy LBI

- HR HelpDesk customization
- Produces key HR metrics, including identifying the reason for a call, call length, resolution time, CSR effectiveness, training issues and more
- Identifies recurring problems associated with an employee based on cases, and generates reports of trends to management

**Administrators** can easily create an “online help guide” for **all** employees.

## Technology

- IVR and Speech Integration Solutions
- PeopleSoft, SAP, Oracle, JD Edwards integration
- Ability to integrate with a variety of other ERPs, including in-house HCM solutions
- Uses the latest Java technologies
- MySQL Network Certified Program
- Integrates with Single Sign On (SSO) or existing portal environments
- Platform-independent architecture
- Scales to 100,000-plus users

## Security

- Configurable security access
- Complete audit trails of all cases
- Integrates with Single Sign On (SSO)
- Optional two-factor authentication
- Tracks all interactions with employees
- Multiple priority levels
- Provides case visibility settings (i.e., Confidential Cases)

## Employee Portal

- Detailed and real-time case histories
- New-case entry
- FAQ of common problems
- Web-enabled access for anytime, anywhere use
- Automatic use on employee machines without any software installation
- Integration with existing company HR portal and Single Sign On (SSO)
- Google Translate capabilities
- Instructional videos
- Integrated, context-sensitive help system and seamless integration with existing corporate documentation in "wiki" format

## 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).

LBi Software  
999 Walt Whitman Road  
Melville, NY 11747  
Phone: 516-921-1500  
Fax: 516-921-1897

Email: [ProductManager@LBiSoftware.com](mailto:ProductManager@LBiSoftware.com)



**[LBiSoftware.com](http://LBiSoftware.com)**