

# Engage your employees:

manage employee support requests with a secure, streamlined platform

Solution overview

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# Introduction

Your employees are your most important asset, and the systems that connect them to your HR team play a crucial role.

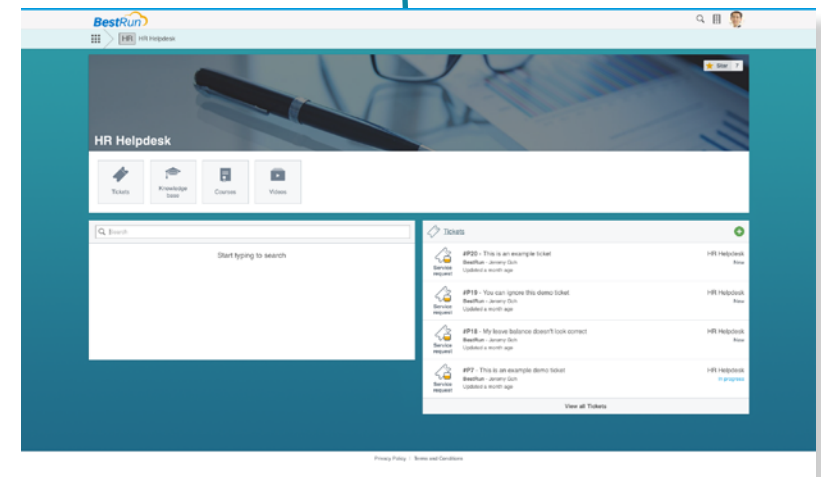
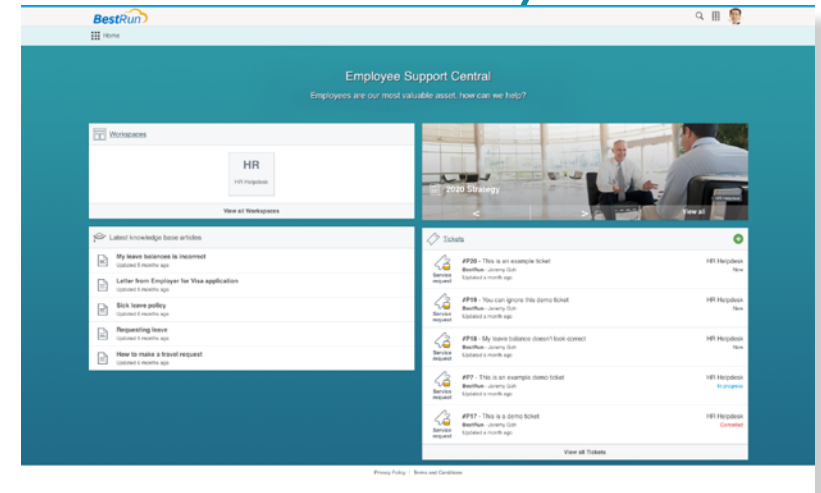
HR Central is a secure, ISO-certified platform which streamlines and manages employees' support requests. It helps you realize world-class HR service delivery, making it a pleasure for your employees to interact with your HR team. The platform can boost productivity and ensure HR compliance.

HR Central offers:

- **Context-aware help** embedded directly in SAP® SuccessFactors
- **Flexible, configurable ticketing**, with built-in automation for repetitive tasks
- Live, interactive **dashboards** that provide an overview of HR service delivery
- Multilingual **knowledge bases** that encourage employee self-service and reduce support tickets
- A **Learning Management System (LMS)** for employee skills development and regulatory compliance

## Our platform

HR Central is a modular, multilingual platform that you can configure according to your needs. We currently support English, German, French and Spanish, and our functionality is role-based to help you manage permissions.

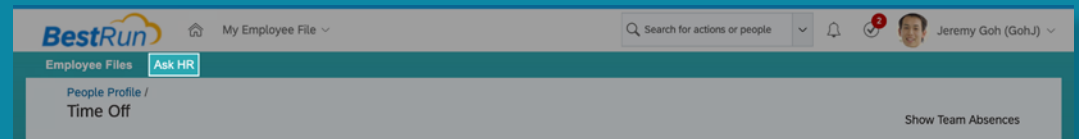




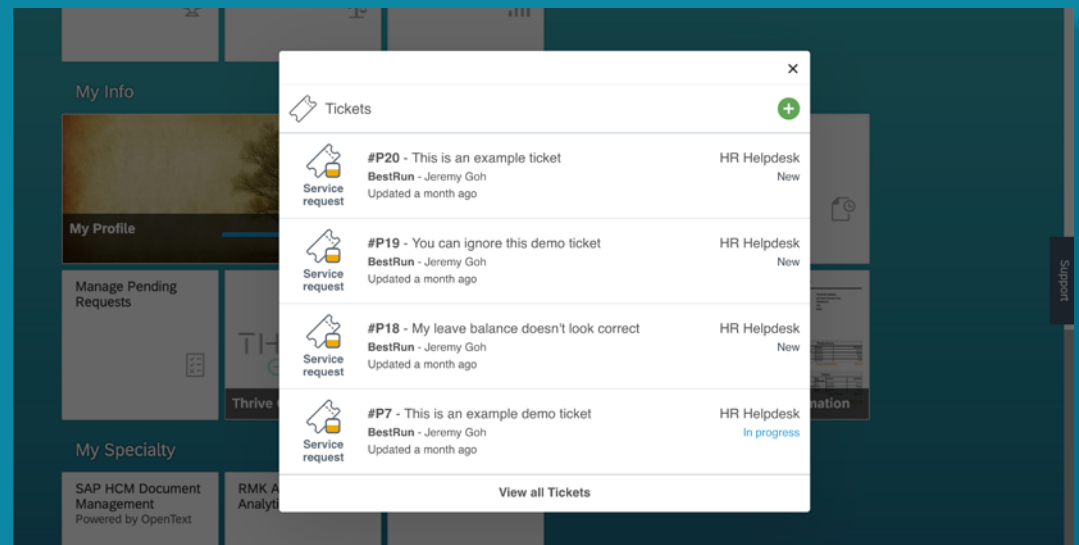
# SuccessFactors integration

HR Central integrates seamlessly with SAP® SuccessFactors. It has a similar user interface and single sign-on (SSO).

Simply click 'Ask HR' on any SuccessFactors page to launch HR Central's context-aware help.



We source data directly from SuccessFactors to align user roles and authorizations, meaning you don't have to use third-party tools or costly implementation services.



# Tickets and Service Level Agreements (SLAs)

The main purpose of HR Central is managing employees' support requests.

Our ticketing system is highly flexible and customizable, and we'll work with you to design a ticket workflow that's tailored to your business, with built-in automation to streamline repetitive tasks.

## Ticket configuration

We use these industry-standard mechanisms for tickets:

- **Statuses** (such as Open, Escalated to development, and Awaiting info)
- **Priorities** (to identify the severity of the ticket and allocate SLAs and rules)
- **Custom fields**
- **Rules** (to automate ticket actions)
- **Buttons** (to easily trigger custom actions, rules and statuses)
- **Workflows** (which are logical containers for statuses, custom fields, rules and buttons)

These features make HR Central's ticketing very easy for both support agents and employees to use.

BestRun

Service request

Add statusesDeleteCopy

Workflow details

Required fields are indicated with an asterisk (\*).

Name \*

Service request

Initial status \*

New

Information

Statuses

Name

New

In progress

Await info

Completed

Cancelled

Privacy Policy | Terms and Conditions

2 Created by me

BestRun

Edit Assign new leave requests to team

Execution historyDelete

Rule details

Required fields are indicated with an asterisk (\*).

Name \*

Assign new leave requests to team

☒ Enabled

Comment

Advanced options

Conditions

Category is Leave

Status is New

Actions

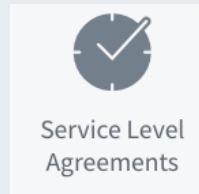
Set Assignee to HR Team - Leave

Privacy Policy | Terms and Conditions

2 Created by me4 Assigned to me3 New HR leave tickets0 Completed courses

# Service Level Agreements

With HR Central, you can drive HR service-delivery performance by measuring ticket response and resolution times.



HR Central's SLAs include:

- **Operation times**, which cater for specific support days and times
- **Policies**, which allow you to configure response and resolution times

HR Central also provides **SLA reporting** and distribution graphs so your management team can analyze response and resolution times.

| Ticket types    | Ticket priorities     | Respond within | Resolve within | Operation Time |
|-----------------|-----------------------|----------------|----------------|----------------|
| Incident        | Low and Medium        | 2 hours        | 5 days         | Latin America  |
| Incident        | High                  | 1 hours        | 2 days         | Latin America  |
| Incident        | Critical              | 30 minutes     | 2 hours        | Latin America  |
| Service request | High, Low, and Medium | 2 hours        | 2 days         | Latin America  |
| Service request | Critical              | 30 minutes     | 4 hours        | Latin America  |

| Ticket types  | Ticket priorities              | Respond within | Resolve within | Operation Time | Tickets | Compliance |
|---|--------------------------------|----------------|----------------|----------------|---------|------------|
| Defect, Enhancement, Incident, Object Analysis Program, Product activation, and Transport error | P1 Critical                    | 4 hours        | 5 days         | 24/5           | 5       | 83.3%      |
| Defect, Enhancement, Incident, Object Analysis Program, Product activation, and Transport error | P2 High, P3 Medium, and P4 Low | 24 hours       | 1 months       | 24/5           | 170     | 88.2%      |
| Content request, Info Request, and Service request  | P1 Critical                    | 4 hours        | 5 days         | 24/5           | 3       | 66.7%      |
| Content request, Info Request, and Service request  | P2 High, P3 Medium, and P4 Low | 24 hours       | 1 months       | 24/5           | 114     | 89.5%      |

## Email integration

Ticket owners, assignees, and watchers will get email notifications, and they can respond and attach files to the ticket directly in their email client.

You can also create new tickets (with default fields already filled in) using a unique email address.

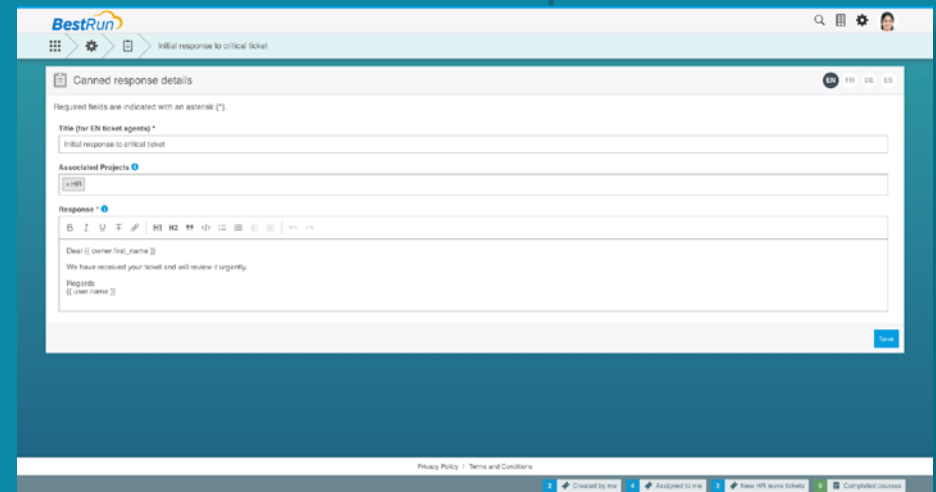
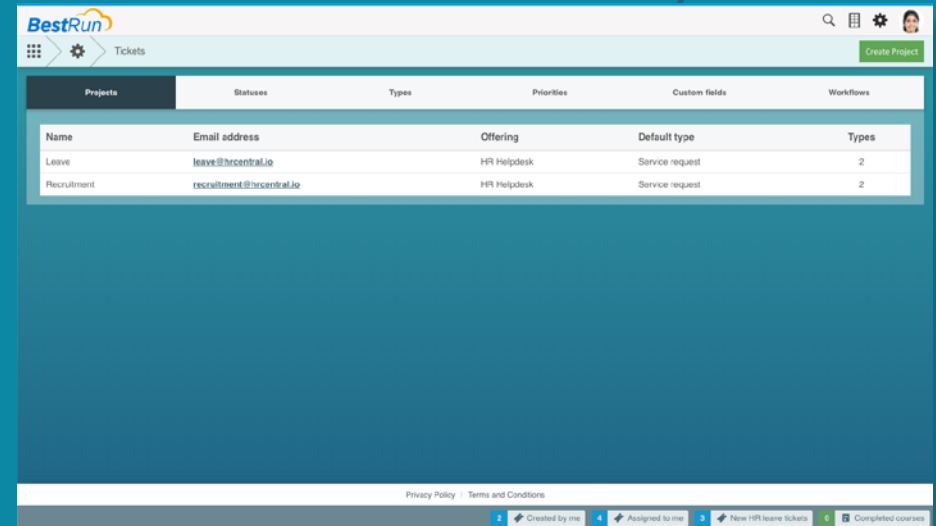
## Canned responses and ticket automation

HR Central's canned responses and automated rules help you accelerate ticket processing times and avoid repetitive tasks.

**Canned responses** allow you to create and use standard, pre-worded ticket replies. You can also add template items to personalize these replies.

**Automated rules** allow you to trigger actions if certain conditions are met. The possibilities are endless, but here are some common examples:

- Route tickets to certain teams or individuals based on fields or the content of the ticket
- Notify the employee's supervisor if a critical ticket is logged
- Send out a reminder to the support agent if they haven't replied to the ticket in a while
- Hand tickets over to a team in a different time zone at certain times of the day



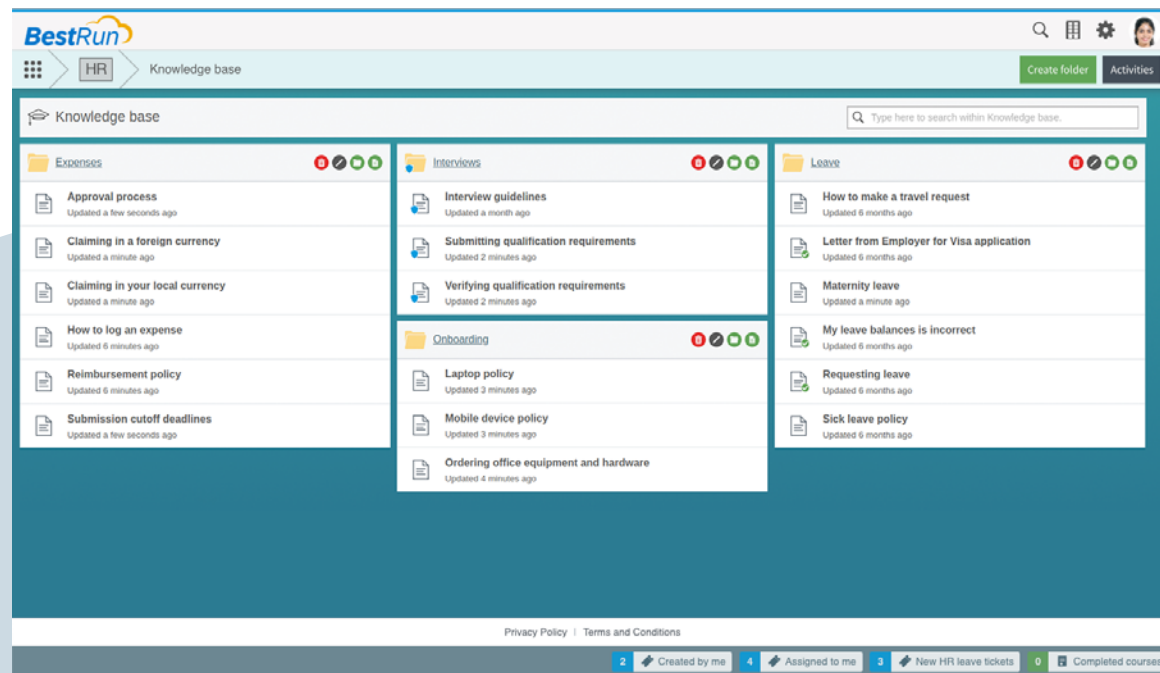


# Knowledge bases

With HR Central, you can create a knowledge base with 'help' articles for your employees. This information is crucial in driving employee self-service and reducing support tickets.

Our knowledge bases are workflow-driven content management systems with roles, visibility levels, and review processes that give you precise control over who creates, publishes, and views your content.

HR Central will automatically search your knowledge base when employees create tickets, pointing them to articles with possible solutions.



## Content management and approval workflows

Access to your knowledge base is driven by roles and permissions. This lets you control who can create articles and ensures that articles are approved before employees see them.

## Multiple languages

HR Central allows you to maintain multiple versions of the same article and automatically detects your language when you're writing an article.

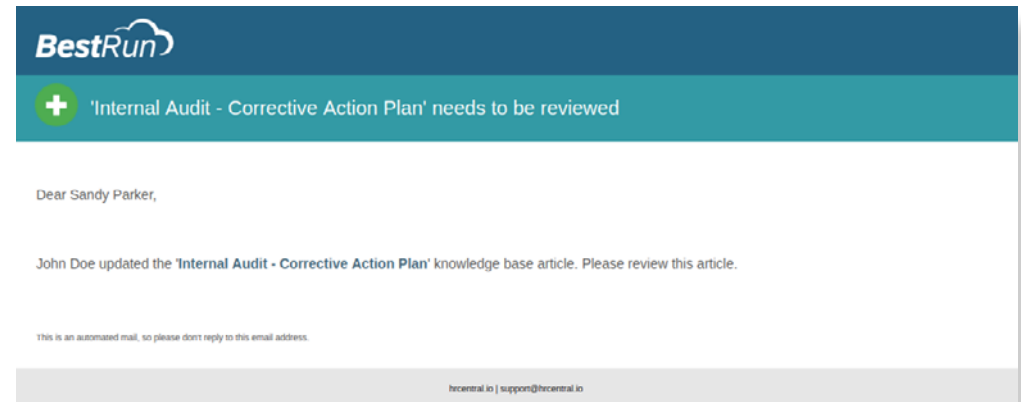
If an article isn't available in your language, HR Central will show the article in the system's default language.

The screenshot shows the 'Workspace details' form in the BestRun HR Helpdesk. The form includes fields for Name, Abbreviation or icon, Visibility, URL, Owner, and Solution. The 'Name' field is 'HR Helpdesk', 'Abbreviation or icon' is 'HR', 'Visibility' is 'Registered users', 'URL' is 'https://demo.hrcentral.io/support/hr', 'Owner' is 'BestRun - HR', and 'Solution' is 'HR Helpdesk'. A 'Save' button is at the bottom right. Below the form is a navigation bar with 'Applications', 'Permissions', 'Dashboards', and 'Categories'. The 'Permissions' section is active, showing a list of permissions with checkboxes for 'Admin' and 'User' roles. The permissions include: Edit home and custom pages, View and interact with tickets, Delete tickets, Edit and create news articles, Upload and moderate videos and their discussions, Enroll and manage course enrollments of customers, Ticket agent: Can edit, be the assignee of, and log time for tickets, Create tickets, Edit and create knowledge base articles, Knowledge Base Reviewer, Author and moderate courses, and Customize and configure email campaigns. A 'Save' button is at the bottom right of the permissions section.

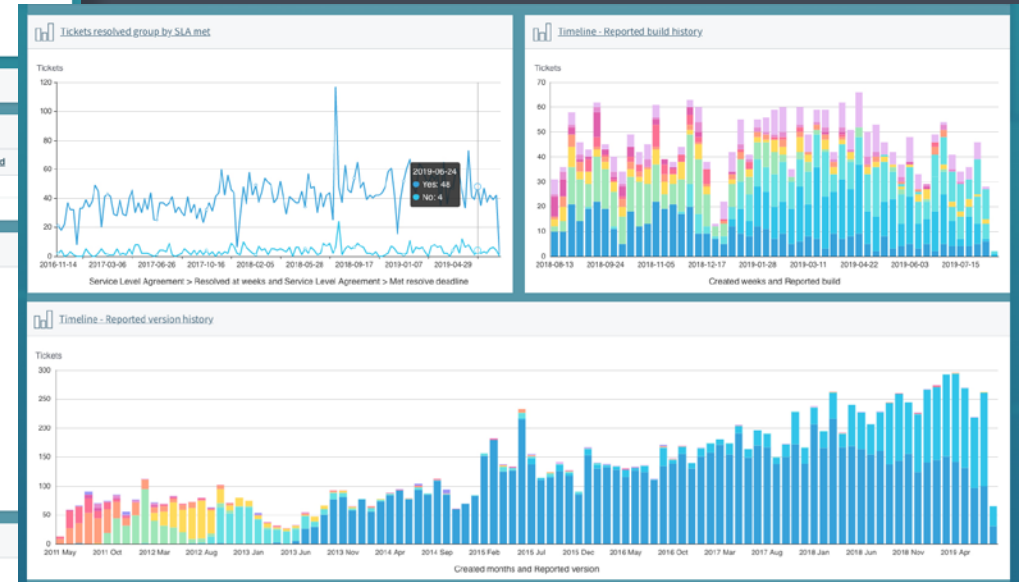
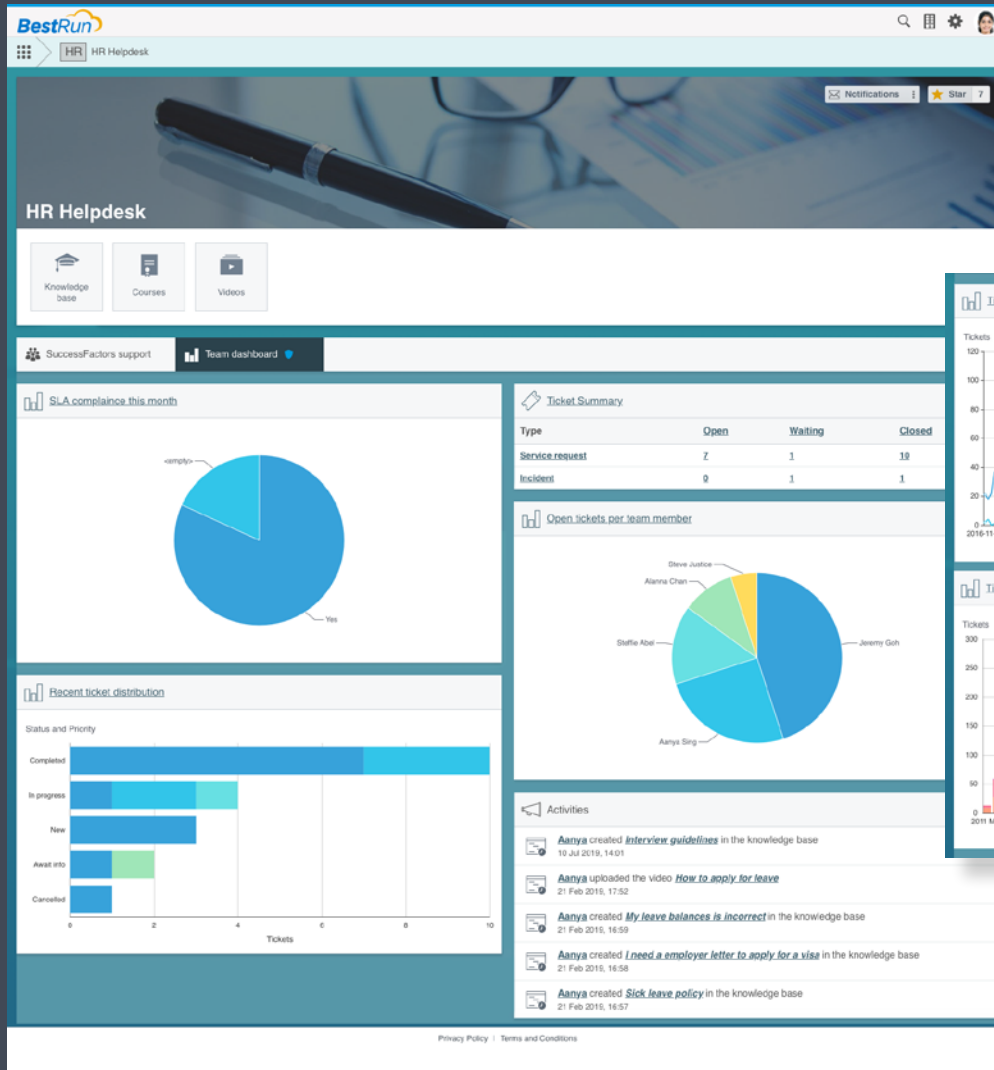
The screenshot shows the 'Knowledge base details' form in the BestRun HR Central. The form includes fields for Title, Keywords, Current status, Created, Visibility, Internal link, and Updated. The 'Title' field is 'Interview guidelines', 'Keywords' is 'Enter keywords here...', 'Current status' is 'Published a month ago by Aanya.Sing', 'Created' is 'Created a month ago by Aanya.Sing', 'Visibility' is 'BestRun - HR', 'Internal link' is '/support/hr/kb/articles/6-interview-guidelines', and 'Updated' is 'Updated a month ago by Aanya.Sing'. A 'Save' button is at the bottom right. The form also includes a 'Published' checkbox which is checked. The language selector at the top right shows 'EN' selected, with 'FR', 'DE', and 'ES' as options.

## Notifications

Content reviewers will receive notifications when a new article needs to be reviewed, and employees can choose to receive notifications when new knowledge base articles are available.



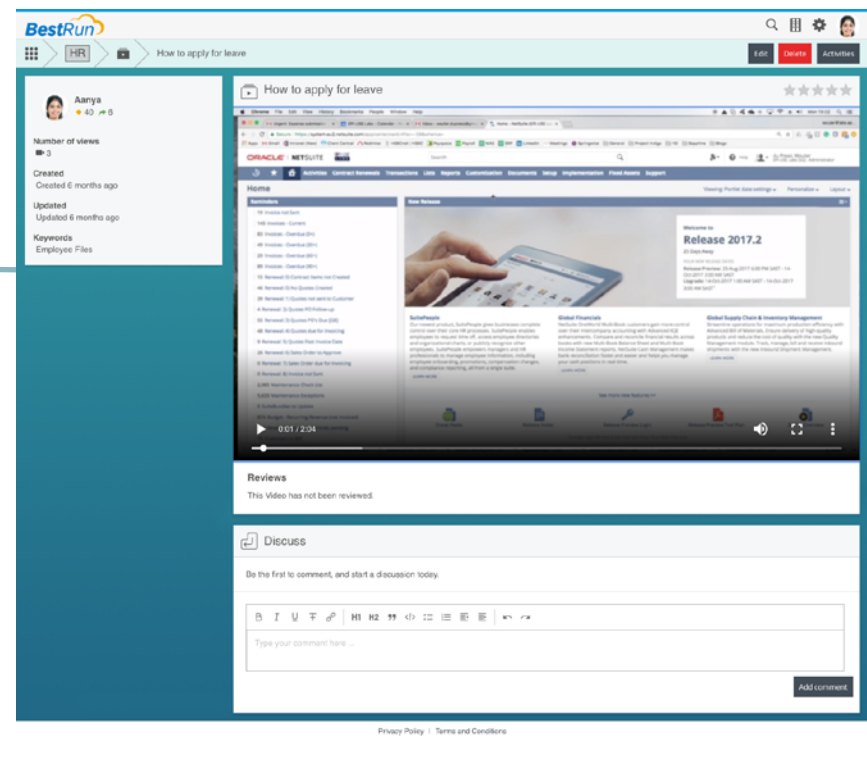
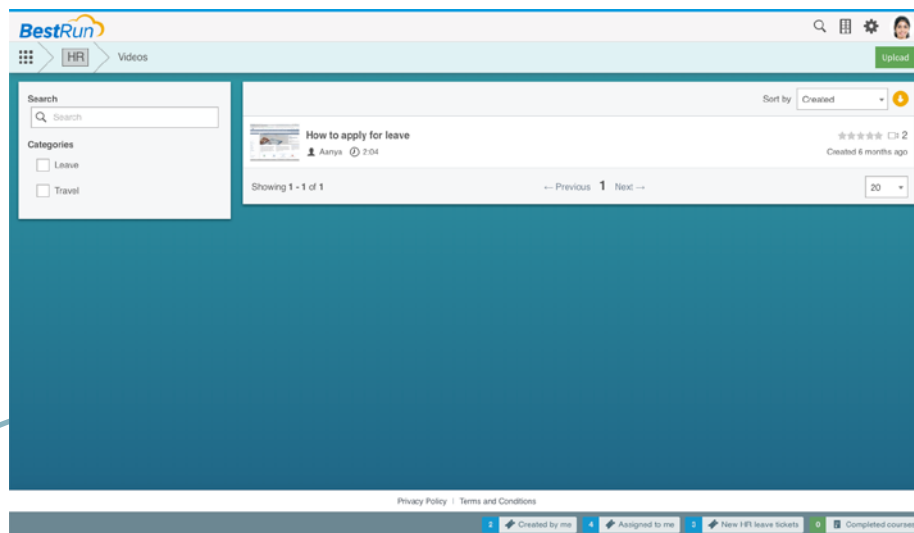
# Reports, dashboards and widgets



# Videos and downloads

You can also upload how-to videos, documents, and other files to drive employee self-service and reduce support tickets.

We use a global content delivery network (CDN) for optimized performance, allowing you to store and download multiple large files. You can also embed videos in knowledge base articles.





# Learning Management System(LMS)

HR Central ships with a lightweight Learning Management System (LMS) so you can design training courses about your company's HR and security procedures, and improve regulatory compliance. You can embed videos, create quizzes, and track your employees' progress.

The image displays two overlapping screenshots of the BestRun Learning Management System (LMS) interface.

**Left Screenshot: Security Training Course Overview**

- Header:** BestRun logo, navigation tabs (HR, Security Training), and a search icon.
- Course Card:** "Security Training" with a 10m duration and a 60% progress bar. A description states: "The purpose of this course is to inform you on how to be compliant with Information Security Policies based on the General Data Privacy Regulation initiative." A button indicates "You are enrolled for this course".
- Course modules:** A list of modules with durations:
  - Introduction (10m)
  - Securing your devices (0m)
  - I'm working on a project (0m)
  - I'm travelling or working remotely (0m)
  - There was an information system incident (0m)
  - How to protect yourself against scams (phishing) (0m)
  - Hosting or managing personal data (0m)
  - Assessment (0m)
- Footer:** "Privacy Policy | Terms and Conditions" and a status bar showing "Created by me" and "Enrolled courses".

**Right Screenshot: Course Content**

- Header:** BestRun logo, navigation tabs (Introduction, Security Training), and a search icon.
- Welcome Section:** "Welcome to the Information Security course!" with a video player showing a play button and the URL "groupelephant.com".
- Section: What is the purpose of the Security Compliance Training?**
  - Text: "With the new Data Protection legislation and regulations that are being introduced across the globe, an expectation is placed on each individual and company to identify what information they are working with, why they need it, what the legal basis is for processing the information or data and for how long it will be stored. The purpose of the Compliance Training course is to..."
  - Bullets:
    - Foster a culture of ethics and compliance that is central to all of groupelephant.com operations and activities
    - Ensure each employee understands the nature of the risk and the potential implications
    - Identify any areas of uncertainty with respect to individual and company compliance regarding any and all Information Security and Data
    - Cover all security and compliance related policies and procedures
    - Ensure all employees are compliant
  - Text: "It is vital to educate all employees about best practices and the organization's responsibilities to prevent a security breach. Additionally, appropriate training enables all employees to understand their obligations and potential liabilities under the applicable state and federal laws in the event of a security data breach."
  - Text: "Clients are given the right to know how and for what purpose you will use their information and thus the need exists to be more transparent on how we will process client or customer information."
- Section: What does it mean to be compliant?**
  - Text: "An institution that is compliant means that both the institution and their employees conduct operations and activities ethically, with the highest level of integrity and in compliance with legal and regulatory requirements."

# Development roadmap and demos

## Our development roadmap

We're actively developing HR Central to become the optimal solution for your unique business and HR needs, and we regularly incorporate client feedback into our development roadmap.

The following features are currently on our roadmap:

- **Document filing** to augment SuccessFactors while achieving regulatory compliance (this feature will integrate with EPI-USE Labs Query Manager™ and Document Builder™)
- **Sentiment analysis on tickets** (via machine learning)
- **Resource scheduling and rostering** for support agents
- **Automated checklists** based on ticket classifications
- **Kanban boards** to visualize ticket workflows and team capacity

## Demos and more information

Please contact us via [info@epiuselabs.com](mailto:info@epiuselabs.com) for a detailed demo or more information.





**Need more information?**

Please contact [info@epiuselabs.com](mailto:info@epiuselabs.com)