



Make it Easy  
to Get Answers



Increase New  
Hire Retention



Gain HR Service  
Delivery Efficiency

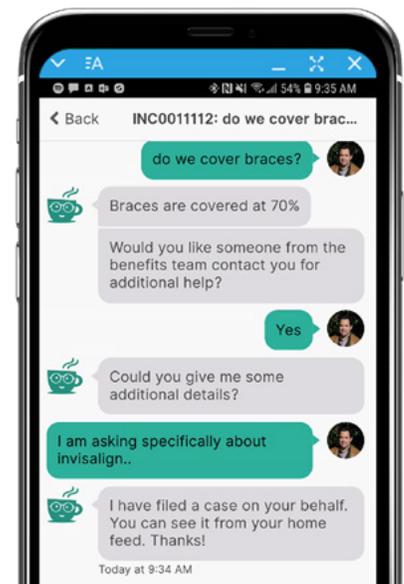
## Barista for HR

In today's highly competitive employment market, hiring and retention are key. The good news is that artificial intelligence (AI) can have a strong impact on employee satisfaction from the day that you make an offer. According to Gartner, "Through 2022, organizations that use AI augmentation as an essential element in their digital workplace will boost employee Net Promoter Score by 20%."<sup>1</sup>

Barista, our AI-based virtual support agent (VSA), provides purpose-built, integrated HR service delivery and onboarding along with consumer-like self-help experiences for employees. Unlike traditional IT service products requiring significant professional services hours and skills to use, Barista is quick and easy to deploy, so HR departments are up and running in just a few weeks. Barista makes it easy for employees to get answers, increases new hire retention, and improves the efficiency of HR service delivery.

### Make it Easy to Get Answers

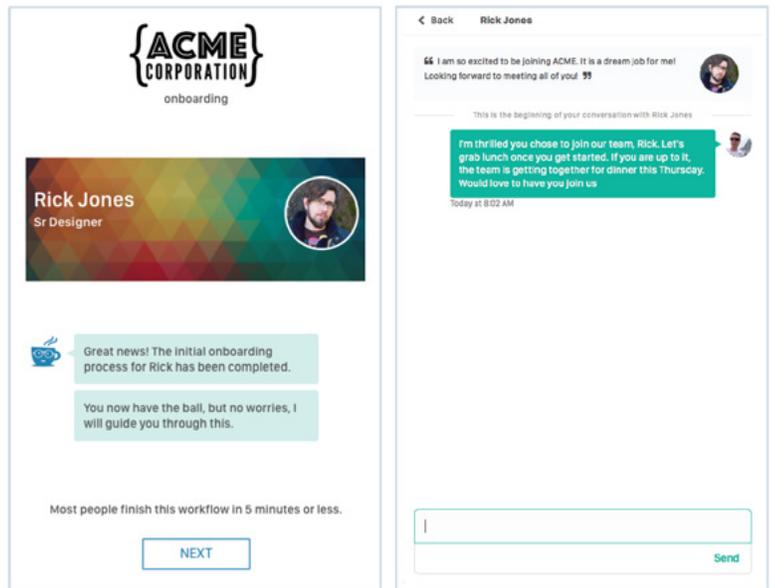
Employees spend a large amount of time searching for answers to even the most basic HR-related questions. They go to portals to search, and when they can't find an answer they open a case and wait... and wait... and wait. That infuriates them since HR issues are generally urgent in nature. Barista provides employees with answers to questions and resolution to issues, guiding them through complex processes with ease. With Barista, your employees are happier and more productive.



## Increase New Hire Retention

**98%** of executives say onboarding programs are a key factor in retention efforts, and companies with effective onboarding have seen a 50% increase in new hire retention.

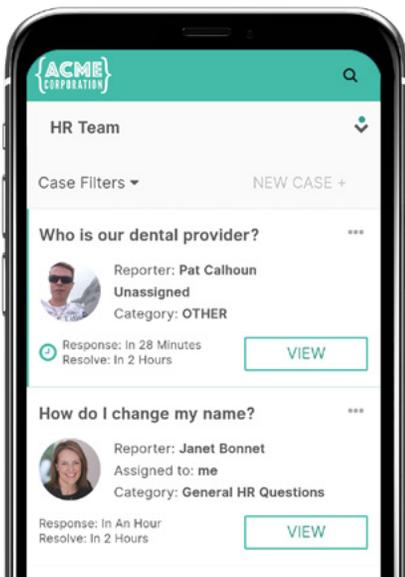
When Barista onboards your employees, they will feel like a part of your team from the day they accept your offer. Not only that, if you integrate the process with your HR and IT systems, they will have completed new hire forms and have their systems waiting for them at their desks. What a great way to start.



## Gain HR Service Delivery Efficiency

**85 to 90%** of employees pick up the phone or send an email to ask a question rather than searching portals or intranets.

With Barista Case Management, your HR service delivery team will be able to get out of the world of emails and phone calls that prevent them from doing strategic work for the company. Now, when Barista doesn't know the answer to a question, the question is routed to the HR service delivery team that you set up in just minutes. The most urgent requests are prioritized to the top of the feed, which simplifies case management. And, as the team answers questions, Barista learns and knows the answer the next time.



<sup>1</sup>Gartner, "Use Digital Workplace Programs to Augment, Not Replace, Humans With AI," Manjunath Bhat, Matthew W. Cain. January 15, 2018.

**ABOUT ESPRESSIVE** Expressive is the pioneer in AI for enterprise service management (ESM), redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, brings the ease of consumer virtual assistants, such as Alexa and Google Home, into the workplace. Barista delivers a personalized user experience that results in employee adoption of 50 to 60% and reduced help desk call volume of 30 to 50%. Visit us at [Expressive.com](https://www.expressive.com) to learn more and [request a demo](#).

