HR Service Management Use Cases

HR teams have always been focused on achieving high employee satisfaction, retention, and productivity. But as important as these initiatives have been, the pandemic has magnified their importance. Maintaining employee wellness during a global crisis is not an easy task. And as we move toward a new normal, employees will go through even more change and uncertainty as they learn to adapt to an environment that is less predictable and stable than it was in the past. During these times, the questions coming into HR have likely doubled or beyond. The ability to provide immediate answers to employee questions and issues will be an imperative.

Help Employees Transition to the New Normal With AI-Based Self Help

Espressive Barista, our AI-based virtual support agent (VSA), automates the resolution of employee questions, issues, and requests with a consumer-like experience that employees adopt. Barista answers employee questions on an endless number of topics such as benefits and company policies. In addition, Barista automates employee workflows, such as vacation requests and onboarding, while delivering 24x7 coverage for work from home. If approvals are required, Barista tracks them for compliance and auditing purposes. Barista can even send proactive notifications to employees for things such as the start and end of open enrollment.

When Barista doesn't know an answer, Barista automatically invites the right expert from your team into a conversation, so employees don't feel stranded. The result is a reduction in HR help desk call volume of 50 to 70% with employee adoption of 80 to 85%. Behind the scenes, Barista improves the efficiency of HR service management to help you with the routing, tracking, and reporting of employee requests. If you already use your IT team's service management tool to track requests, Barista can integrate into that. Or you can use Barista Case Management which is an easy to use solution.
Some of Our Customers’ Top HR Use Cases

EMPLOYEE READINESS Have Barista send scheduled check-ins to ask employees whether they feel ready to return to the office after a crisis situation. This informs decision making in real time regarding the myriad of processes involved with reopening offices following a work from home mandate.

ONBOARDING Use Barista to answer new hire questions before they start—the more answers they receive prior to their start date, the happier they will be. Barista also automates onboarding by integrating HR, Facilities, and IT requirements into one seamless process, so new hires are ready to go and feel like part of the team from day one.

VACATION REQUESTS Barista makes it easy for employees to submit vacation requests with approvals built in. With Barista, you can also easily create customized workflows, so you can have Barista let employees know how many vacation days they have left when they submit a request. Or have Barista ask if an employee wants to submit a vacation request if they inquire about company holidays.

OPEN ENROLLMENT FAQS Open enrollment is often the busiest time of the year for HR. Let Barista free up your team by notifying employees of open enrollment dates. Barista can also answer repetitive questions employees might have during that time, such as where they go to sign-up or when their new plans go into effect.

PROVIDER REQUESTS Should employees need to connect to their benefits provider directly, they can use Barista to instantly get provider contact information. These questions are likely time-consuming for your HR team, so let Barista handle them for you.

LIFE MOMENTS ASSISTANCE Any major life event, such as pregnancy or retirement, can be an overwhelming experience for your employees. Barista helps them feel confident during these moments by making it easy for them to get answers and navigate any required steps. With Barista, they only need to go to one place for help, giving them peace of mind.

BENEFIT INQUIRIES If your company provides benefits to your employees, it is likely your HR team is bogged down with repetitive questions regarding them. Barista provides immediate, personalized answers to questions and guides employees through workflows, giving employees the help they need while freeing up your HR team’s time.

WELLNESS EVENT CHECK-IN Barista QR codes can be leveraged for simplifying the registration process at employee wellness events. By having employees scan a QR code using their mobile devices upon arrival, you will speed up registration and eliminate the frustration of waiting in a long line just to register, making employees more likely to partake in these events.

For more information on Barista, refer to the Espressive Barista Solution Brief.

ABOUT ESPRESSIVE Espressive 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 Amazon Alexa and Google Home, into the workplace. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 50 to 70%.

Visit us at Espressive.com to learn more and request a demo.