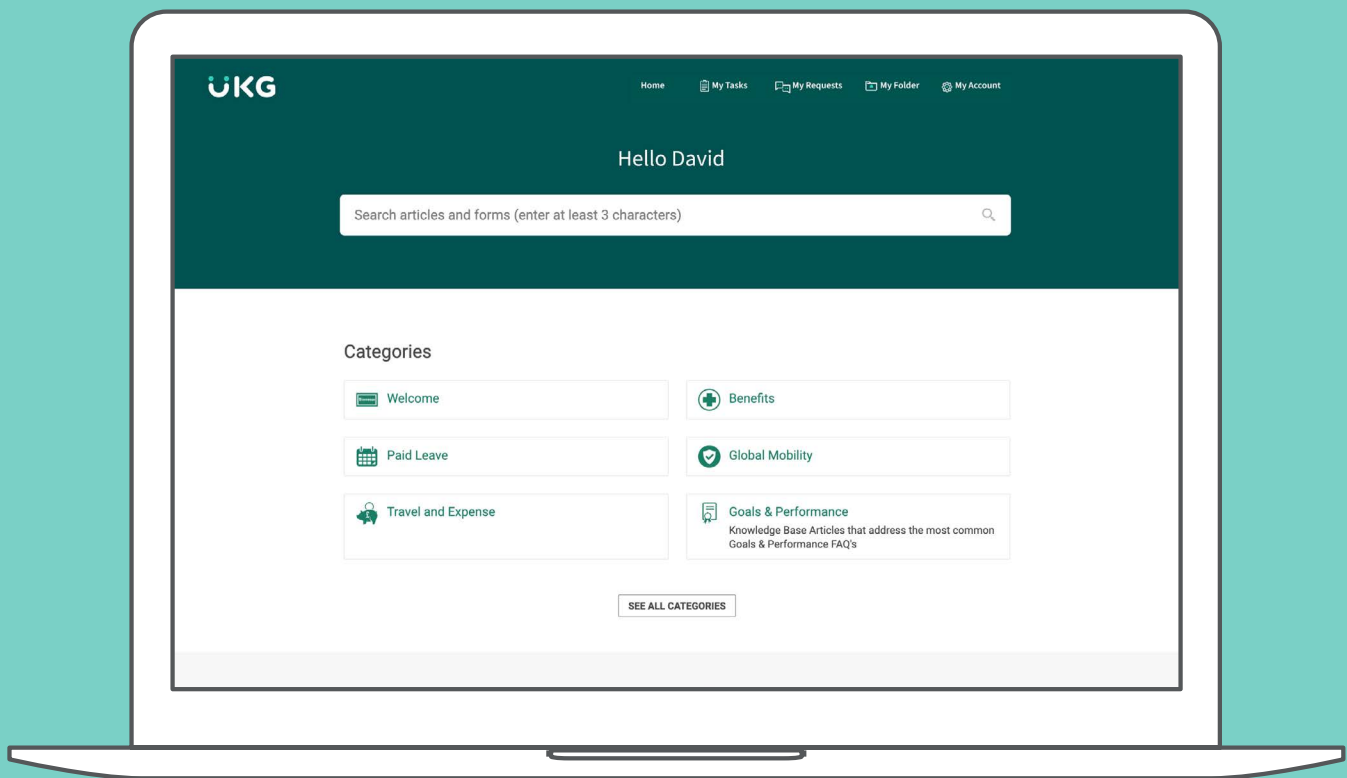


# People Assist

Empower employees and spend more valuable time **for strategic HR.**

UKG Pro™ People Assist (formerly UltiPro® Employee Case Management) gives your HR team the solutions required to understand and support people in a meaningful way, and provide the consumer-level of service employees expect today. Empower employees to find answers to their HR-related questions through an on-demand, user-friendly, personalized knowledge base. They can also initiate more complex requests to HR, and have the request automatically routed to the right person or group to help resolve it.



### HR Agility

With Pro People Assist, HR professionals are armed with the user experience and features they need to effectively understand and support employee requests, including those that span multiple software systems and stakeholders.



### Empowered People

Employees can search the Pro People Assist Knowledge Base for articles and forms personalized for them using data already in UKG Pro—giving employees information how they want it and easing the heavy HR workload.



### Optimized Service Delivery

Pro People Assist allows HR to track and report on key metrics, including SLA performance, requests by category, time to resolve, and more in order to measure and continuously improve HR service delivery performance.

# Key benefits

## For HR Professionals

Centrally manage and automate manual tasks and tasks that span multiple HR systems and stakeholders

Update articles, forms, and processes when regulations or company policies change

Automate request escalations and notifications based on employee attributes and workflows, without IT skills

Assign employee requests to the appropriate HR team based on employee attributes and request category

Create forms in seconds that streamline employee and manager requests, populate data onto PDFs or trigger a new process

Ensure security with role-based access to cases and audit trails for case history

## For Employees

Give employees access to HR information via a user-friendly, contextualized knowledge portal, accessible via any device

Ensure the only content employees access is relevant to them, based on employee attributes in UKG Pro

Provide the ability to submit a more complex request to HR or to fill out a form to kick off an HR process, such as tuition reimbursement

Notify employees when they have a new task and guide them through processes with an intuitive user interface

Provide transparency into request or process status via email notifications and through the Pro People Assist Knowledge Base

## Continuously Improve Service Delivery

- Define and monitor Key Performance Indicators (KPIs) such as Service Level Agreement (SLA) performance
- Set custom SLAs by category or request type
- Get a clear view of average response time, number of incoming requests, satisfaction rate, and requests by category, organization, employee, and location
- Identify bottlenecks and opportunities for improvement
- Monitor performance of your teams and individual contributors
- Improve response times with a centralized view of tasks, automated notifications, and digital HR documents
- Make data-driven decisions to optimize HR service delivery

## Boost Responsiveness

- Provide a personalized experience so employees can feel valued and listened to while resolving their own questions
- Automatically assign employee requests to the appropriate HR team based on employee attributes and request category
- Manage responses from any location with digital signatures and acknowledgements
- Access relevant employee documents in one click
- Automatically archive a case into the correct employee file
- Automatically file any documents generated as part of a case into a digital employee file
- Provide HR agents with predefined answer templates and access to the Pro People Assist Knowledge Base for consistent, accurate responses



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