



COLUMN CASE HR DELIVERY AND SUPPORT

Addressing the need of HR



The Solution: Column Case HR Delivery and Support

Features like the Service Request Module and Solutions Module make workflows more efficient by automating and tracking every request and interaction. Column Case manages the complete life cycle of a request. E-forms help virtualize paperwork by creating an electronic copy of the form and mapping the information to automatically fill them out. Broadcasting will help you spread important, need-to-know information to targeted employees and/or agents. Column Chat will help agents and end-users communicate instantly to help find the best solution to their problem. Lastly, the surveys ensure that the end-user is satisfied with their experience, notifying managers if they are not. Milestones can be configured to ensure requests stay on track and delivered in a consistent manner further increasing end user satisfaction.

Every aspect of Column HR is configurable meaning, the only limit to our solution is your imagination!

Case Management Benefits



Service Request Module

The service request module enables users to have a one stop shop for all HR questions and inquiries and allows HR Support Agents to collect end-user information. The request process is performed by setting up a dynamic questioning system that strings together a line of questions based on the preselected answer. The request portal will be configured to your organization's requirements and can be very simple or as complex as you need to be.



E-forms

E-Forms are digitized and eliminate the time-consuming paper trail. They are created to virtualize any paper form that you need. By creating and mapping an information intake form, you can auto-fill time off requests, tax forms, asset acquisitions, etc. There is no limit to the amount of forms that your organization can have. Activities such as onboarding new employees to submitting simple purchasing requests is very easy.

The Overview

Addressing Human Resource requests and inquiries are critical to the overall morale and productivity of an organization, and we understand they must be addressed in a timely manner. Column's feature-rich HR Case Management application handles requests and inquiries quickly by tracking requests and providing self-help through a robust knowledge base. If self-help does not have a solution, the request will be given to an agent who will be able to swiftly complete the request. Our application also allows your leadership to see trends within Human Resources in real time.

Key Benefits

- Optimize user productivity with an intuitive web interface and role-based navigation
- Enhance information sharing with highly secure, case-specific workspaces that allow almost any file format
- Protect sensitive information using a variety of highly-flexible user, role, and information-based security controls
- Increase efficiency with the leading workflow engine that automates activities and enforces processes
- Improve information access with a search engine that indexes web pages, attachments, forms, form letters, and log entries and a data visualization tool.



The Core Case Solution

The solution feature is the bridge between the Agent and the end-user, and it is comprised of two different solutions: self-help and request. Self-help is the first set in this process. By using a Google-like search, end users can acquire information that may help them solve their problems. If a problem cannot be resolved, they can submit a request prompting an agent to respond. Based on the request, the Agent will have a set of solutions tasks to guide them through the complete life cycle of the request, along with a completion time goal. If the completion time goal is not met, the system can automatically notify managers and escalate accordingly. With Column HR case notifications on who and when they need to be alerted is configurable based on your organization's requirements. Once the case is resolved, the application will ask for feedback from the end-user to increase the accuracy of the self-help system and overall experience. The overall goal is to have the self-help address simpler Human Resource questions so that more complex issues can be handled by the skilled support staff.



Broadcasting

The broadcasting feature is used to display messages to the end-users via a scrolling ticker at the bottom of the main page. It is also very proactive way of communicating and eliminates numerous requests or inquires for the same problem subject. Broadcasting can be used by managers and system administrators to target announcements to everyone or to specific groups or regions. The broadcast feature lets you notify end users on anything from upcoming holidays to changes in health care coverage. The possibilities are endless. Broadcasting fields include name, content, start/end date and time, and target audience. Agents and end-users can click on the messages in the scrolling ticker that displays details in a popup.



Chat

With Chat, users can send instant messages to live HR agents. Chat in general, helps increase work efficiency, employee relation, and response times. If a chat session leads to a ticket or case being opened the chat session will be linked to the case if needed. When the Agent opens the case in the chat session for the user, the system will even attach the case number back into the Chat for the user to reference.



Survey

The survey feature of this program is to help rate the processes by asking generic, drop-down answers or descriptive type-here answers. These surveys are created by the agents, manager, and/or system administrators (per your discretion.) Also, you will be able to decide what percent of users you want to be sent a survey. If an agent receives a low score, under a certain threshold, the system will automatically notify a manager or system administrator.

Software-as-a-Service (SaaS)

SaaS allows organizations to reap the benefits of an integrated investigative case management solution with minimal installation and maintenance costs and without adding technical staff. Your SaaS-enabled case management solutions reside on Column's servers, and your users access them through secure Internet connections.

Managed Hosting

Managed Hosting provides the physical platform and managed environment for the entire application environment while providing you with the ownership of the software licenses. We install and configure the software, monitor to ensure optimal speed and efficiency, and ensure the integrity of your application by implementing security methods.

Corporate Headquarters

10 E 22nd St., Suite 207, Lombard, IL 60148
Phone: +1-331-462-0994
Email: info@columncase.com | www.columncase.com

About Column Case Management

Established in 2018 Column Case Management is a privately-held leading software provider specialized in case management.



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