## zendesk

# AI-powered Employee Service

Zendesk makes it easy to deliver integrated, intuitive, and personalized employee service. Our solution is beautifully simple and scalable with your growth, harnessing the latest in AI technology to streamline employee service operations, improve HR efficiency, and boost employee productivity. Use Zendesk to provide seamless support along the entire employee journey, including new hire onboarding, leave request management, and internal tool operations.



### Deliver exceptional service that brings out the best in your teams and employees

- Streamline employee case management with Al and automation
- Scale quickly and efficiently with a flexible, no-code platform
- Integrate into a centralized workspace with employees' most used applications
- Keep employee data safe with access controls and enterprise-grade security

# Industry leaders rely on Zendesk for Employee Service to deliver exceptional outcomes





#### STANDARDIZED MANAGEMENT OF BENEFITS, LEAVE & LIFE EVENTS

Ensure all requests are consistently handled with personalization and care by bringing key employee context into every interaction



#### **STREAMLINED ONBOARDING & OFFBOARDING**

Collaborate effortlessly across departments from a single workspace while giving hiring managers more visibility into the process



#### **AI-POWERED TICKET REPORTING & ROUTING**

Harness the power of employee self-service, intelligent tools and integrations, and AI-powered insights to help HR leaders streamline processes with ease



#### **ENTERPRISE-GRADE EMPLOYEE DATA PROTECTION & CONFIDENTIALITY**

Keep employee data safe and manage team permissions under one Zendesk instance with access controls and enterprise-grade security

## **Employee service solutions for HR**

Scale quickly and efficiently with a flexible,	<b>Streamline employee case management</b>
no-code platform	<b>with AI and automation</b>
Manage employee requests across	Leverage AI to route requests to the right
all channels from a single workspace,	teams, put specialists on the fastest path to
customized with key apps, employee	resolution, and enable better
context, fields, business rules, and more.	self-service with advanced bots.
Meet employees where they are with convenient, personalized service Service internal requests across channels employees prefer, including web, messaging, and business communication tools.	<b>Protect employee data with enterprise- grade privacy and security features</b> Manage permissions for multiple departments under one Zendesk instance with separate access to tickets with department or group-based access controls.

### What makes us different



## Purpose-built for service delivery

15 years of service innovation, built into a powerful, easy to use solution



**Quality you can trust** Al-driven QA monitors 100% of interactions across Al and human conversations



Built to move at the speed of business Easy to configure to any business requirement without an army of developers



Al is infused across the entire experience Accessible Al and automation, ready from day one

Zendesk is already loved by your customer support team. Contact your Account Manager to see how you can get started in a flip of a switch and save money by unifying HR and customer service experiences. www.zendesk.com/employee-experience