



Helpdesk Solution

A secure, self-service Helpdesk Solution, aimed to ease and improve communication between customers and Zalaris. By putting customers in the driver's seat, Zalaris' Helpdesk Solution ensures you can submit a ticket and follow up without any barriers to time and place.

Overview of the solution:

Zalaris' Helpdesk Solution is specifically designed to empower customers with greater control, visibility, and the convenience of submitting tickets to Zalaris Support at the click of a button. The portal boasts a user-friendly interface, featuring a minimalist design that emphasises responsiveness and easy access to solutions. Our objective is to create a gateway that goes beyond traditional support methods, ensuring swift resolution of common issues and addressing frequently asked questions promptly.

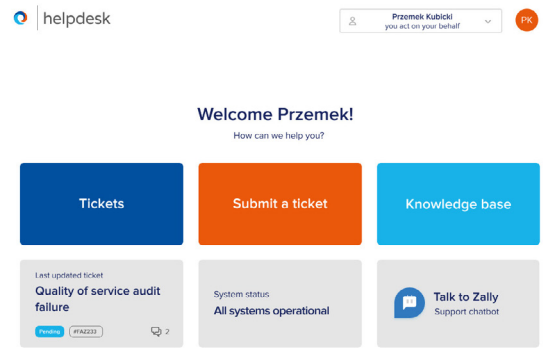
Features of the solution:

For employees:

- ✓ Every employee holds a vital position within the Helpdesk Solution, granting them access to the user-friendly Employee Self-Service (ESS) portal.
- ✓ With an ESS profile, employees enjoy a seamless ticket submission process, ensuring secure document sharing and real-time tracking.
- ✓ The On Behalf Of (OBO) role empowers users to efficiently handle tickets on behalf of their respective groups.
- ✓ OBO role members have the ability to create, view, and take prompt action on tickets submitted by themselves or fellow OBO members.
- ✓ Any incomplete ticket details or attachments are automatically saved as drafts, providing convenient access for future sessions.

For employers:

- ✓ Helpdesk Solution streamlines HR processes, reducing reliance on email and paper-based communication while ensuring GDPR compliance.
- ✓ The audit profile allows designated Helpdesk Auditors to view and respond to tickets submitted by employees.
- ✓ Users with the audit profile can efficiently handle multiple accounts within the Helpdesk Solution.
- ✓ Language options include English and German, determined by browser settings or manual adjustment.
- ✓ The Helpdesk Solution seamlessly integrates with other platforms, such as Zalaris PeopleHub and Zalaris Alumni Solution, enhancing overall HR functionality.



Benefits of the solution:

Zalaris' Helpdesk Solution can bring numerous benefits to the organisation. It includes a self-service portal that empowers users to independently resolve issues, reducing reliance on the service desk, promoting efficiency. The solution also incorporates a notification service to ensure timely updates on ticket status, keeping users informed and satisfied. With advanced ticket filtering capabilities, users can easily prioritise and manage tickets based on criteria such as priority level, reporter name, and creation date. This streamlines ticket management and enhances productivity.

Additionally, the Helpdesk Solution features a "hot ticket list" that highlights critical issues, enabling prompt resolution and improving workflow efficiency. The user-friendly interface and intuitive draft management functionality further enhance the ticket handling experience.

Zalaris' Helpdesk Solution offers self-service capabilities, proactive notifications, efficient ticket filtering, and user-friendly ticket management features, resulting in improved efficiency and user satisfaction.

How does it scale your HR & Payroll?

Zalaris' Helpdesk Solution effectively scales HR and payroll operations by providing a cloud-based self-service portal that enables employees to access information and perform various support related tasks on their own, reducing the dependence on HR and payroll teams.

By automating and simplifying the customer support experience, the Helpdesk Solution enhances the overall efficiency of HR and payroll operations. It reduces the time and effort required for administrative transactions, allowing HR professionals to focus on more strategic initiatives aligned with the company's goals and strategy. This shift towards more strategic work elevates the status of HR within the organisation.

Looking to enhance your Helpdesk and customer support efficiency?

Get in touch with our experts to know more.