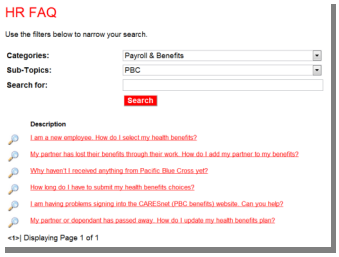
CustomAnswers
web-based CRM solutions

Human Resources

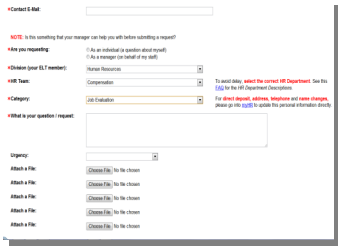
Key Features

- Allows employees to easily find answers to HR related issues
- Increase HR productivity when responding to employees specific requests
- Record all employee interactions with your organization



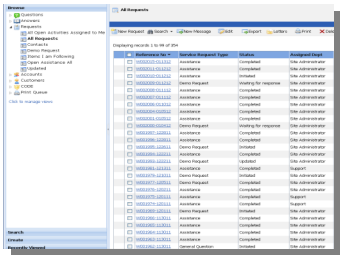
FAQ/Knowledge Base

- Provide answers to most frequently asked questions
- Reduce the volume of HR related emails
- Create a private library of preset responses
- Advanced Search algorithm



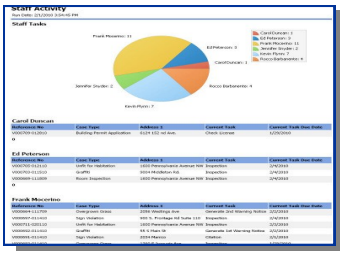
Requests/Registration

- Ask a general question
- Customize and route specific requests (payroll, training, insurance...)
- Centralize all employees interaction with HR
- Suggest answers, request deflection, avoid duplicates



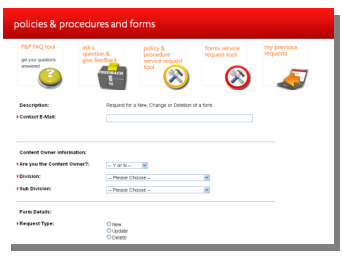
Messages/Notifications/Workflow

- Personalized email confirmation and staff notifications
- Route to each department or support agents, escalate for approval
- Manage customer history, record interactions
- Add tasks and activities as needed throughout the review process



Custom Report Tool

- Use standard reports, or
- Create unlimited reports designed specifically for your needs
- Edit existing reports at any time
- Schedule reports for automatic delivery



Web-Portal

- Secure web interfaces
- Integrate with Active Directory
- Multiple interfaces, access rights
- Access "My Stuff" for review and status updates
- 100% look-&-feel customization