

The HuRis Ticketing Manager

A powerful  SuccessFactors Extension

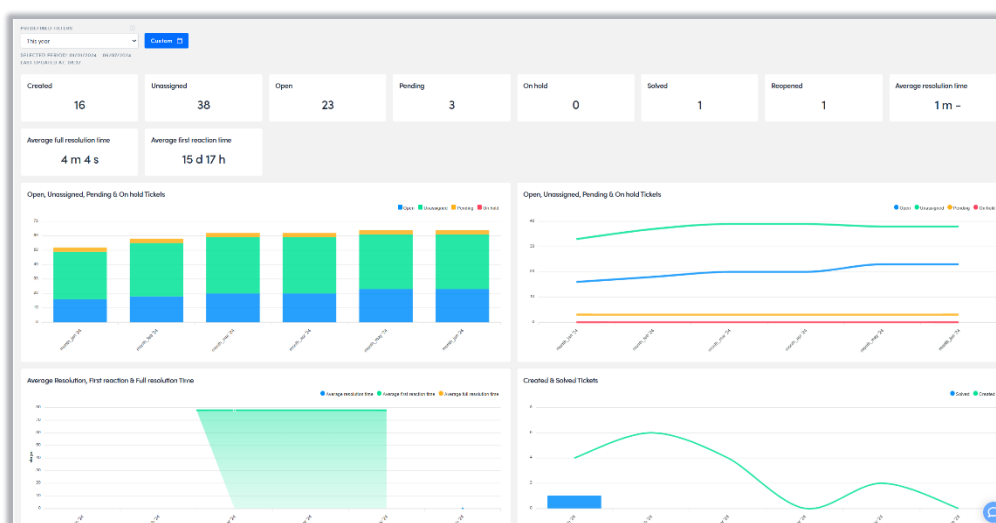
Introducing the Ticket Manager for SAP SuccessFactors, a powerful solution designed to streamline issue resolution within your organization. With the Ticket Manager, you can easily create, manage, and resolve tickets, ensuring that employee concerns are addressed quickly and efficiently. This fully integrated tool allows support teams to communicate seamlessly with employees and other departments, promoting collaboration for smooth issue resolution.

Experience a more organized, efficient, and responsive support system with the Ticket Manager, enhancing both employee satisfaction and operational excellence.

Full overview

The Ticket Manager for SAP SuccessFactors provides a centralized dashboard that offers a comprehensive view of all support tickets. Users can easily access the status, priority level, and complexity of each ticket, enhancing transparency in issue resolution.

With a complete history of each ticket, including previous conversations and attached files, both employees and support teams can track progress seamlessly. The Ticket Manager dynamically assigns tickets based on user groups and priority categories, ensuring that urgent issues receive immediate attention.



Features and Benefits

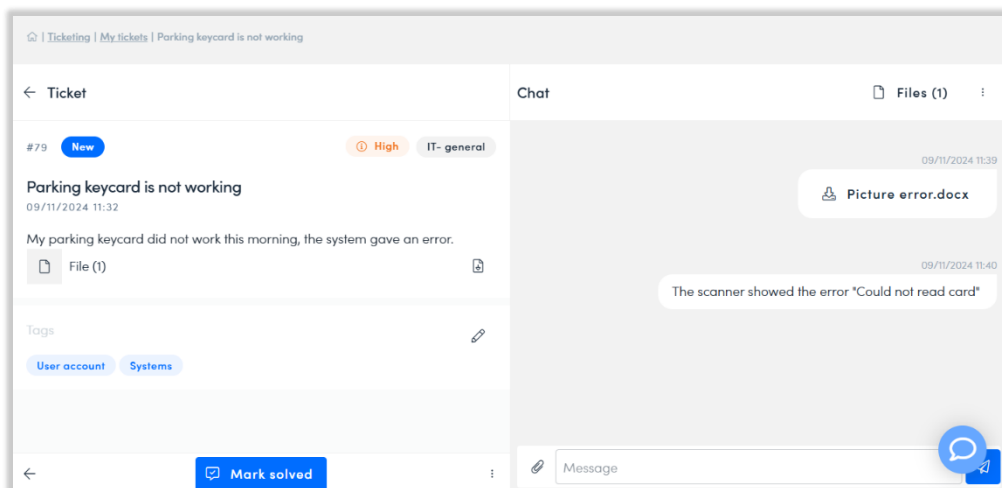
Ticketing Manager

- ✓ Create and manage tickets directly from SuccessFactors
- ✓ Add Files to tickets
- ✓ Full overview, history and status of tickets
- ✓ Select a category, priority and add tags
- ✓ Ticketing chat to communicate with your (HR) agents
- ✓ Receive notifications on the status of the tickets
- ✓ Knowledge base as part of the content management in our Employee Experience Portal
- ✓ Available in several languages
- ✓ Overview of all tickets based on priority, category, status, etc.
- ✓ Assign tickets based on different user groups dynamically
- ✓ History of the conversations and attachments available for employees and support officers
- ✓ Add, download, store, and view attachments
- ✓ Support for multiple levels of support using a tiers model (first line, second line)
- ✓ Support for inter-department ticket handling (e.g., HR -> IT)
- ✓ Using the message center to broadcast messages to involved parties, including email notifications
- ✓ Fully integrated with the employee data from SuccessFactors (define agents and agent groups based on SF data, direct link to the employee profile data, etc.)

Clear Communication

With a built-in ticketing chat feature, employees can engage directly with HR agents, ensuring that questions and concerns are addressed promptly. Add labels, tags and files to complete your ticket.

Support teams can also utilize the message center to broadcast important updates and notifications to all involved parties, keeping everyone informed about ticket status changes and next steps. This real-time interaction supports a collaborative environment, making it easier to resolve issues efficiently.



Unlock the full HuRis Package

Take your HR services to the next level by accessing our full suite of powerful tools, designed to enhance every aspect of your employee experience. In addition to the HURIS Document Manager, our complete package includes essential solutions.



Each product seamlessly integrates with SAP SuccessFactors, offering you a fully connected, efficient, and streamlined HR ecosystem. Our products work on all your devices to ensure you can always manage your work. Transform your HR processes and bundle all your HR needs inside one platform!

| HuRis Extensions for SAP SuccessFactors

EMPLOYEE EXPERIENCE PORTAL	The ultimate personalized business hub, which offers seamless access to tools, resources, news and applications your employees need, all in one central place.
Document Manager	Create, generate and sign your contracts and other documents faster and easier. Store all documents within SAP SuccessFactors with full GDPR compliancy, retention management, document checks and much more.
Flexible Benefits	Enables employees to easily select, submit and manage flexible benefits, offering a personalized employee experience.
Expense Manager	Supports your complete expense processes within the rules of your corporate policy and legislation, easily claim your expenses through your smartphone.
Payroll Changes	Export all relevant payroll changes to one export or report. Efficiently check the changes made in SAP SuccessFactors or use this input for third party payroll systems.
Process Manager	Easily build your own processes, forms and workflows using employee data from SAP SuccessFactors.
Illness Manager	Have a complete overview of all sick employees, the re-integration history and the activities that need to be performed to help with a quick reintegration.
TICKETING	A personal portal integrated with SAP SuccessFactors, where you can easily create, manage, and solve tickets.

Why HuRis?

For more than 25 years we have been helping our customers implement and support SAP HCM and SuccessFactors modules. 15 years ago, we developed our first extension and since then we have helped many customers add functionality to their system. What makes us unique:

- ✓ As one of the few SAP partners we have a dedicated development and support team on all our extensions
- ✓ We fully integrate our extensions in SAP SuccessFactors, with SSO, notifications, storage and menu's
- ✓ All our consultants have deep knowledge of SAP SuccessFactors
- ✓ With every new release we add extra functionality to our extensions which are available to all our customers
- ✓ We fully use the possibilities of SAP SuccessFactors
- ✓ We follow all updates and releases of SAP SuccessFactors
- ✓ We have the best price with the highest quality
- ✓ We have one of the shortest implementation times
- ✓ We are proud to have so many loyal customers

At HuRis, we are committed to continuously enhancing our products and staying ahead of the curve. With every release, we add new functionality and improvements to ensure our solutions not only meet but exceed your evolving business needs, making sure you always have the most advanced tools at your fingertips.



Veerweg 2A
4101 AK Culemborg
The Netherlands

P.O. Box 68
4100 AB Culemborg
The Netherlands

+31 345 544 685
info@huris-extensions.com
www.huris-extensions.com

