



SSTE – SELF SERVICE TELEPHONIC EMPLOYEE

How does an organization provide basic personal information to a large number of field personnel?

The Solution

Self Service Telephonic Employee

SSTE

The Benefits

1. SSTE provides secure automated access to defined fields in the HR and payroll system from any telephone
2. Can operate around the clock, 24 hours a day, 7 days a week.
3. Can provide detailed reports on transactions at a managers request.
- 4 You do not require access to the internet to use the system — any telephone will suffice.
- 7 SAVP can be provided as either a **Hosted** or stand alone product
- 8 Custom integration can be provided as required

Intended Customers

- Any organisations with a Human Resources Department or forthose who want to reduce the administration process
- Recruitment and Work Agencies

Platform

- Delacon voice Server
- Windows or LINUX

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One of the major problems an organisation faces internally is the flow of information from the workforce to administration. Everything from timesheets through to annual requests, or more simple enquiries about the balance of a superannuation fund.

Invariably this information is captured through form filling or people calling the Human Resources Department to make enquiries — both of which increase workload. In the first instance HR take calls that could otherwise be managed by the employee themselves while form filling can be replaced by a process that provides full tracking and data capture.

To meet both of those needs, and others, Delacon has developed one of the most sophisticated Employee Self Serve Voice XML Products currently available in the Australian market place.

Called Telephonic Employee Self Serve, or **SSTE** for short, it allows an organisation to provide employees with the ability to complete everything from a timesheet through to a change of address by simply speaking into the phone.

SSTE can also provide employees with the ability to apply for leave or even check on the status of their superannuation fund. Perhaps, and more importantly, **SSTE** empowers the individual to control the process — which in effect has not changed, it has just been automated.

So how does SSTE work?

When calling in an employee is greeted at the front end by **SSTE** who then provides them with a range of options — they could be change of Address , Complete a timesheet or enquire on my superannuation balance . The employee simply speaks into the phone to make their request and **SSTE** will then ask them for their name (or employee number) then verify this by asking for a password. The call will then proceed to the customers request — at this point they have chosen to lodge a leave application over the phone — again, by speaking into the phone the employee provides the details of the leave request, such as date and time being applied for, then asks **SSTE** to lodge it.

- because **SSTE** is able to backend into existing databases, it will then lodge the leave request into the HR system and the employee will receive confirmation that it has been lodged. The employees manager also receives the confirmation and can themselves then call into **SSTE** to confirm that it has been accepted.
- **SSTE** can be customized to suit any organization.

