

Creating a Virtual HR Service Desk

Carminati Consulting created a Virtual HR Service desk for a Chicagoland healthcare organization built on the highly flexible and robust Salesforce platform to serve as a "one stop HR shop" for its employees.

Employees will log into the Virtual HR Service desk to easily access and be able to:

- Schedule appointments online
- Ask questions of HR
- File complaints
- View payroll information
- Submit tuition reimbursement requests
- Complete exit and other surveys
- Access HR policies and documentation

This solution simplifies access to HR services for the employee and dramatically increases the HR department's efficiency and accountability.

The Virtual HR Service Desk standardizes the HR's processes and drastically curtails time spent on administrative tasks, freeing up HR staff time to focus on more value-add responsibilities, such as providing consultative and managerial services.

Additionally, the Virtual HR Service desk will provide the HR department with:

- Workflow queues that provide transparency around tasks/cases, statuses and owners
- Reporting capabilities to better understand the organization's employees, and their needs
- The ability to analyze the HR department's operational metrics