

Empower employees with consistent and accessible knowledge.



The Challenge

- By 2018, the rapid creation and retrieval of relevant knowledge will be a key attribute of leading enterprises.¹
- 44% of the time employees can't find the answers they seek.²
- 61% of employees have to regularly search four or more systems for the knowledge they need.²

Contact Us

- Call 1-877-467-2728
- Email EmployeeSelfService@Microsoft.com

Some of the biggest drains on employee productivity and engagement come from a lack of available knowledge.

Whether it's an IT, HR or customer service question, having to search multiple places or contact another employee for knowledge that is available, but not easily found, wastes valuable time and effort.

Microsoft Dynamics Employee Self-Service is a knowledge management solution that provides accessible and consistent knowledge for all employees, to deliver the right answer, at the right time across all channels, including portals, devices, productivity tools, and applications. Employee Self-Service enables organizations to create a single source of knowledge for all employee's needs.

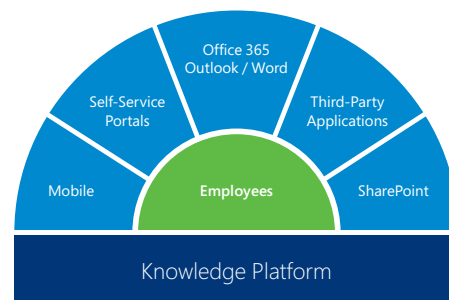
Employee Self-Service Benefits

- Increases employee engagement and productivity with easy access to consistent, authoritative and searchable knowledge.
- Improves customer satisfaction by empowering every employee with knowledge. When employees have access to the right answer at the right time, customer questions are answered faster and effectively, and without multiple interactions.
- Reduces service cost and effort deflecting questions from high cost channels (assisted service) to more cost effective channels (self-service).
- Enhances products and services by analysis and knowledge queries to understand common customer questions and issues.
- Making knowledge available to all employees helps organizations reinforce adherence to policies and procedures.

1. Gartner Research, *Knowledge Management Will Transform CRM Customer Service*

2. IDC, *Unlocking the Hidden Value of Information Survey*

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Watch the Video

See How the Employee Self-Service Solution Works:

www.dynamicscfe.com/microsoft-dynamics-employee-self-service