

The Infor logo consists of the word "infor" in a white, lowercase, sans-serif font, centered within a solid red square. A small registered trademark symbol (®) is located at the bottom right corner of the square.

DATA SHEET

HR Case Management

Infor people solutions

Infor® HR Case Management empowers human resources professionals to effectively manage, track, and respond to inquiries. Employee-submitted, complex, and manager inquiries are initiated through HR Case Management and then routed to subject matter experts. HR Case Management can be optionally deployed and integrated with the Infor Global Human Resources (HR) system of record.

HR Case Management's features and capabilities include:

- HR Case Management is fully integrated with Global HR, so it can seamlessly pull all pertinent employee information related to a case
- Agent and manager queues give users a clear view into both assigned and unassigned cases
- Smart case routing ensures that cases are directed to the right subject matter experts for quick resolution
- Topics and quick case scenarios provide predefined selections for simple submissions
- Service-level agreement (SLA) tracking helps ensure timely case resolutions

With an empowered workforce and a modernized case management system, HR professionals can focus on higher-value initiatives.

- Notes and attachments are collected by case and can be reviewed by employees, agents, and managers (based on permissions)
- Bulk case creation and case cloning provide an efficient way to manage large quantities of cases
- Reminders and notifications help ensure timely case resolutions
- Agents and managers can take advantage of directory search to easily find the employees they are creating cases for
- HR Case Management integrates with Infor HR Service Delivery's Infor HR Knowledgebase, so employees can conduct self-service searches for personalized HR information and easily open cases if they don't find answers to their questions

- Once a case is closed, surveys can be used to gather feedback from employees about their experience
- Reports and analytics provide valuable insights into closed cases, active cases, time to close, and more

Infor HR Case Management provides a secure environment for routine HR-related transactions, delivering a confidential, secure environment for employees, managers, and HR professionals.

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641 Avenue of the Americas, New York, NY 10011

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