BROCHURE

HR Case Management

90%+ first contact resolution

Did you know the average HR staff member spends 10–15 hours per week answering employees' questions?

Infor® HR Case Management is a secure, configurable service center application that empowers HR professionals to manage, track, and respond to employee inquiries—moving your organization closer to a Tier 1 support model.



How many employee queries does Tier 1 support resolve?

Industry best practice: 72%

Infor: 90%

Support option	Tier	Resource	Cost per hour	Time to resolve
Asking a co-worker	Tier 3	Who You Know	$50/hour	2 hours
Calling HR	Tier 2	HR SMEs	$41/hour	25 minutes
Submitting a case	**Tier 1**	**HR Case Management agents**	**$25/hour**	**15 minutes**

Key benefits



Personalized agent, manager, and admin dashboards.



Form Builder: Create online forms for employees.



Infor HR Knowledgebase integration: drive to Tier 0.



Microsoft Teams Copilot and Infor GenAI Assistant.



Surveys: Collect feedback from employees.



Intelligent HR case routing and triage.



Case resolution templates.



Channel integrations.



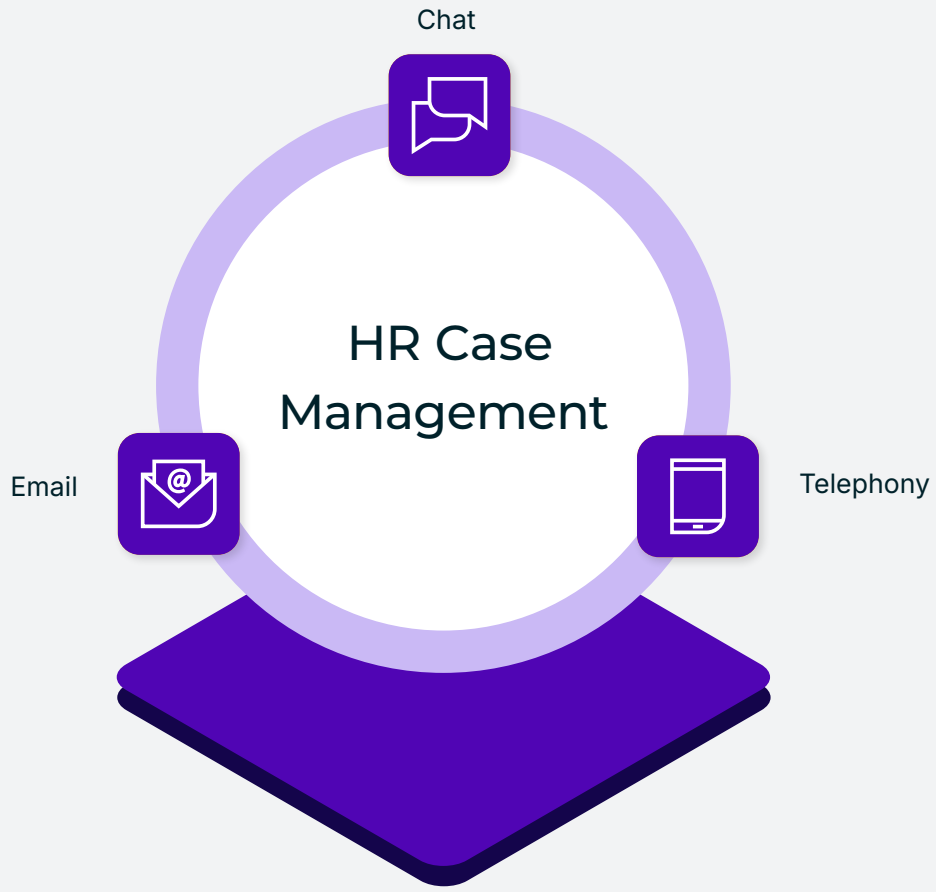
Auto close cases.



Quick cases.



SLA Tracking.



Employees can resolve their HR queries more than 90% of the time with Infor HR Case Management.

About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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