

zendesk

AI-powered HR Service Management

Zendesk for employee service makes it easy for HR teams to support employees in the moments that matter most - from onboarding new hires to managing leave and life requests. With AI-powered self-service capabilities, advanced automation, and integrated case management, you can deliver great service while keeping costs low.



Deliver exceptional service that brings out the best in your teams and employees

- **Provide 24/7 service to employees** with autonomous AI agents and AI-powered self-service, freeing up HR specialists' time to focus on critical work.
- **Maximize HR team productivity** with a unified agent workspace that provides key employee context, guides workflows, and enables easy team collaboration.
- **Optimize service operations** with automated workflows for common employee journeys, and AI-powered reporting that includes actionable insights and suggestions.
- **Limit access to sensitive employee information** with enterprise-grade privacy and security controls.

Automate

80%

of interactions with AI agents

Reduce handle times by

20%

with copilot, driving down
cost per ticket

Save

45s

per ticket by eliminating
manual triage

What makes us different



Beautifully Simple

An easy-to-use solution that is loved by employees and unlocks greater productivity.



Easy to implement, easy to scale.

Ready from day 1, and built to scale without an army of developers, meaning fast time to value and low TCO.



AI purpose-built for service.

Generative AI trained on 18+ billion service interactions to deliver faster, more accurate employee service without the lengthy setup.



Designed for cross -department support.

Unify HR, IT, and more on a single platform for seamless employee service and simplified operations.

Transform your HR service operations with Zendesk for employee service



Standardized management of benefits, leave & life events

- Standardize processes and ensure critical steps are never missed with native triggers, automated tasks and approvals
- Deliver personalized guidance to employees with key employee context available directly in the agent workspace
- Guide HR specialists through workflows with an AI copilot that suggests actions based on standard operating procedures



Streamlined onboarding & offboarding

- Simplify processes and easily coordinate across teams using automated tasks, approvals, and collaboration tools – all within a single ticket
- Increase process visibility for hiring managers with the ability to monitor and track ticket progress in real-time
- Continually optimize your processes with automated workflows, and AI-powered reporting that includes actionable insights and suggestions



Reduced costs with Zendesk AI and self-service

- Streamline employee case management by leveraging AI and automation to route requests to the right teams and put specialists on the fastest path to resolution
- Enable self-service and deflect ticket volume with an AI-powered help center and AI agents pretrained on your help content

"Zendesk has been a critical partner in helping us deliver seamless, world class service at scale. We are realizing a lower total cost of ownership by using the same platform for our employees that we use for our customers."

Monica Obando

Sr. HR Manager



Provide your employees the same great service experience as your customers—with seamless HR support.

Contact your Account Manager to see how you can get started in a flip of a switch.

[**www.zendesk.com/employee-service**](https://www.zendesk.com/employee-service)

