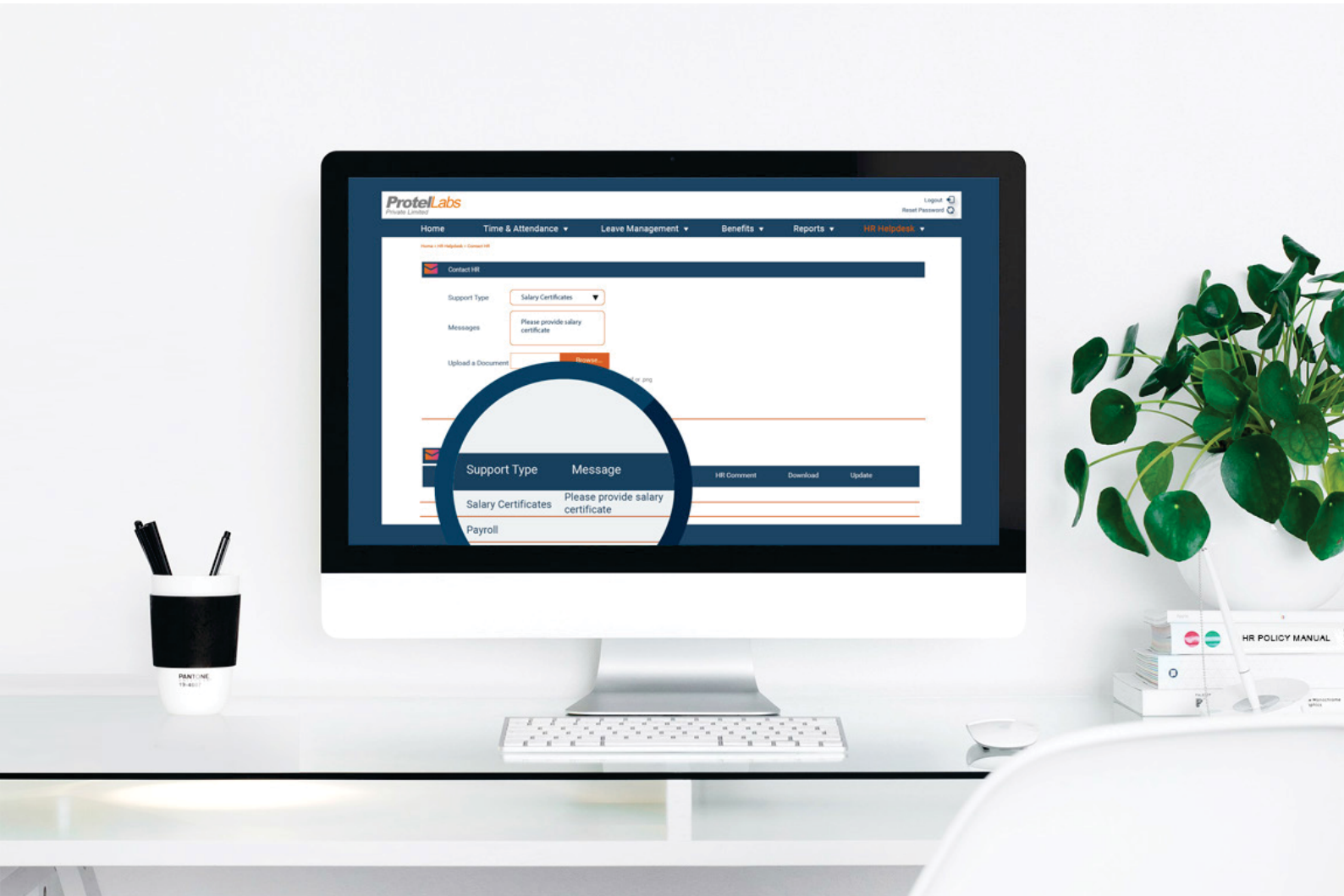


Enable **better** decisions and **quicker** resolutions

Protel Labs' Virtual Help Desk HRMS – *HelpTrak* allows HR to provide fast and effective support for employee by saving cost while reducing administrative stress.



Protel Labs offers simple and affordable help desk solution that resolves employee concerns faster and better. By providing employees with a single window for all their queries and bringing transparency to the resolution process, the overall speed of response goes up significantly. It also leads to a higher level of employee satisfaction. Protel ensures a professional service that understands the end user better and meets expectations.

How Do You Benefit?



Intuitive categorization

Allowing employees to raise concerns easily with intuitive categorization and maintaining transparency. Identify areas/departments which needs improvement towards resolving people issues.



Timely resolution

Regular reminders and auto escalations to ensure timely resolution of concerns raised. Will also act as a suggestion forum to understand the pulse of the employees and also will be a forum to predict and foresee the employee related issues.



Prioritizing concerns

Prioritizing concerns to decide how to allocate time and resources. Categorize department wise issues and segregate them based on RAG. Allocate time-lines to ensure non-recurrence of repeat issues.



Single point of communication

A help desk management solution functions as a one-stop solution for all Employee support, queries, requests, complaints and assistance.



Improved employee relations and touch points

Providing top-quality employee support and assistance, helps your business earn employee satisfaction without any complications and open two – way communication.



MIS

HelpTrak has a host of user-friendly reports with in-depth analysis. The reports will act as a watch dog for a healthier environment and atmosphere in the organization. Throws information at appropriate time to take corrective actions wherever/whenever required to keep the conducive environment.

Key Features

- Manage All Type of Employee Issues
- Automated E-mail Notifications
- Automated Reminders and Escalations
- Real-Time Reports and Analytics
- To understand the pulse of employees at all times
- Prioritizing and Timely resolution of issues
- Healthier two way communications

Eliminate recurrent queries by providing access to virtual employee help desk!

To view *HelpTrak* Help Desk Solution from Protel Labs HRMS in action, please request a demo:

Send SMS to **+91 98840 01865** or write to **hrms@protellabs.com** or visit **www.protelhrms.com**