HORNBILL

Automated Employee Interaction

Make life easy for employees with simple digital experiences

Automate low-value interactions, giving your teams have more time to deliver outcomes that really matter

**➡ Too many phone calls to get important work done?**

Divert up to 80% of calls to digital channels, freeing up time to resolve issues.

➡ Multiple calls reporting the same issue?

Automatically communicate disruptions to employees and prevent calls before they happen.

➡ Employees tired of waiting in queues?

Give them instant digital alternatives so they can get on with their work.
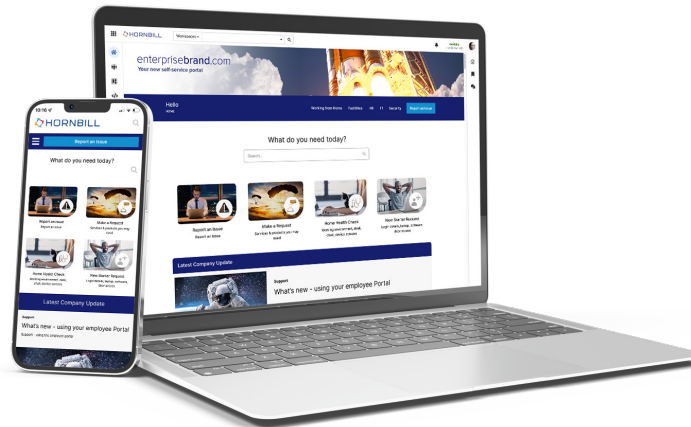
Digital transformation of service

Hornbill's web portal and mobile app cover all your employee service needs.

Digital service experiences

Create 100% digital experiences and hands-free delivery of value to employees.

Digital support

Self-logging, self-service, knowledge management, newsfeeds, pro-active communication, and peer support give your employees options for how issues are logged, tracked, and resolved.

Kent Police **ESSEX POLICE**

" Self-service has taken huge pressure off our service desk."

Digital Employee Interaction benefits

- ✓ Reduce call volumes by up to 80%
- ✓ Cut operational costs
- ✓ Reduce workloads, stress, and burnout
- ✓ Shift focus from logging to resolving
- ✓ Improve employee productivity and satisfaction
- ✓ Make time to improve services

What's different about Hornbill?

→ Highest user adoption.

Designed for simplicity, Hornbill offers a frictionless employee experience.

→ Fastest implementation.

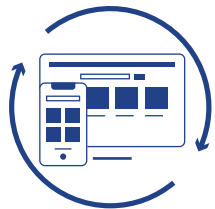100% codeless setup gets you up-and-running in half the time.

→ Effortless upgrade.

Continuous delivery of new features—automatically deployed.

Automated Employee Interaction

What can you do with Hornbill?

➜ Offer a compelling, unified digital experience

Consolidate multiple portals, mailboxes, phone numbers, and apps into a simple, unified service experience. With Hornbill, one digital hub covers all corporate services: IT, HR, Facilities, Finance, and more.
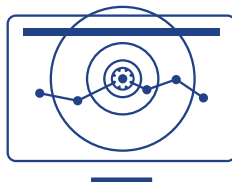
➜ Create new digital service experiences, without code

Digitalize every employee touchpoint for fast and efficient service experiences. With Hornbill it's easy to design fully digital, fully automated employee journeys.

➜ Drive quality, efficiency, and satisfaction

Digitalization brings visibility. Reporting and analytics bring insights. Track demand, trends, and performan to pinpoint areas for innovation and improvement.

idox

" *Though initially aimed at our IT service desk functions, we are now using Hornbill to process other types of requests in other areas of the organisation.*"

✓ Employee transparency

Automated confirmations and instant digital visibility of requests significantly reduces status calls.

✓ Self-logging

Employees avoid call queues. Support agents can focus one-to-one attention where it's needed.

✓ Web portal and mobile apps

Anytime, anywhere, any device access to services and support—perfect for office, home, and hybrid workers.

✓ Reporting and analytics

Dashboards give you a real-time view of performance and trends. Analytics let you dive deep to uncover insights.

✓ Service catalog

Make it easy to find and order services and products, anytime, anywhere, on any device.

✓ Demand management

Digitalized service interaction gives you a consolidated view of demand and trends.

✓ News feeds

Subscribe to services to stay informed about status and changes.

✓ Virtual agent

Multiply support capacity and service more employees faster with a chatbot.

✓ Knowledge management

Automated push of how-to knowledge to guide employees to self-resolve.

✓ FAQs

Quickly direct employees to the most common solutions.

✓ Peer support

Native collaboration features facilitate sharing of how-to knowledge between employees.

✓ Your branding

Give your portal a familiar look and feel.

Our mission is to enable your mission
www.hornbill.com/contact-us

Automate 90% of routine workloads across your organization with enterprise automation everyone can use. Save 1000s of hours by digitalizing interactions and automating workloads. Crush the daily grind and free people to pursue your true mission.