



Zalaris digital assistant – **Zally!**

By Edgars Knohenfelds, Product Owner



Simplify work life.
Achieve more.



Agenda

PeopleHub portal

What is Zally?

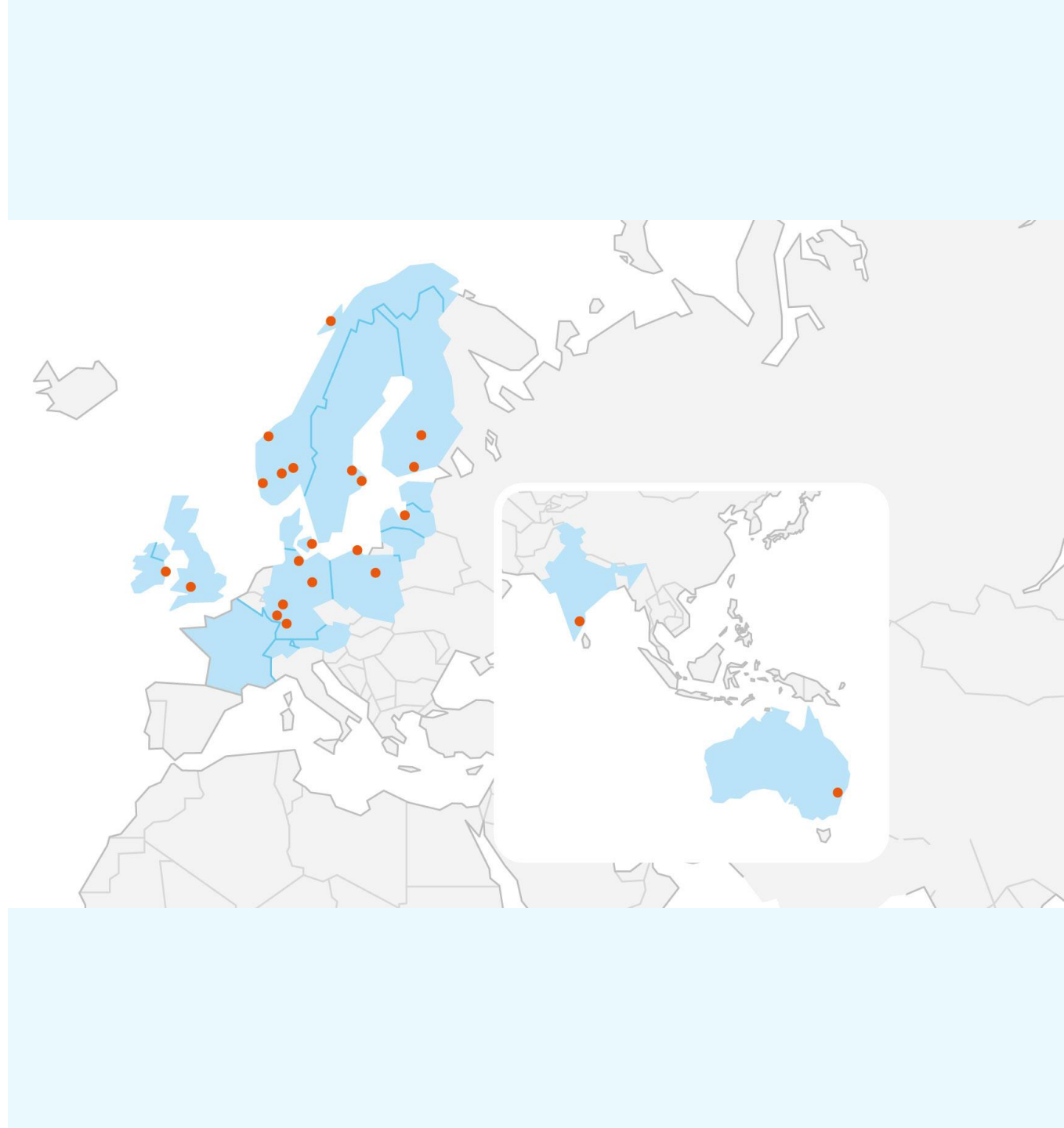
How Zally can assist you?

Zally demo



Zalaris, the power of global, delivered local

- ✓ Leading provider of HR & payroll technology and services
- ✓ Providing global organisations with one unified experience combined with in-country expertise
- ✓ Supporting fully digital processes in the HR & Payroll space
- ✓ Providing global organisations with up to 30% cost savings
- ✓ Servicing millions of employees monthly



Zalaris PeopleHub

One-stop HR platform - to help simplify all HR administration!

A global HCM platform that unifies all employee data and eases all HR processes.

Our scalable platform provides role-based access with one user interface. With one integration, we are able to harmonise with any global HR solution, adapting to your changing business needs and growth.

- ✓ One Integration with your global HR solution
- ✓ One application, one user interface
- ✓ Global oversight, local compliance
- ✓ Anytime, anywhere – mobile



HR System



Payroll



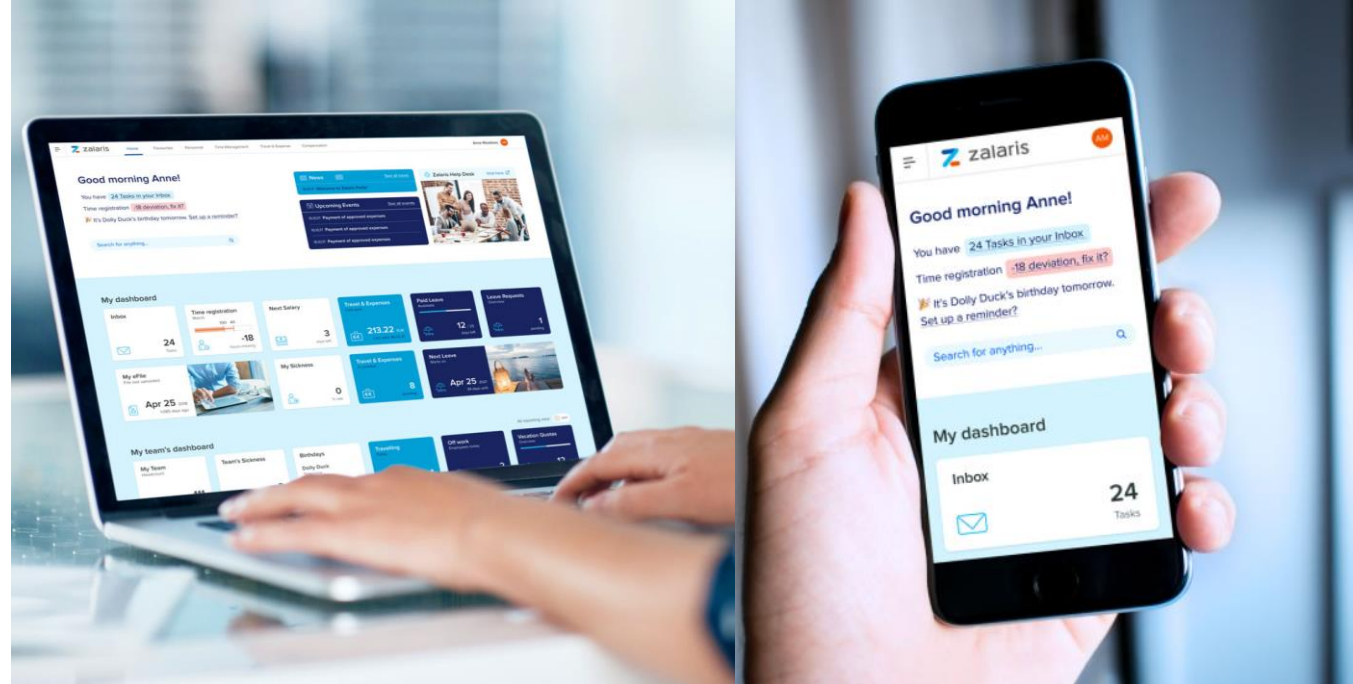
Workforce
Management



Travel and
expenses



Talent
management



Password: **Zalaris2022**



What is Zally?



Zally – proactive and digital assistant!

- Seamless virtual agent created by Zalaris
- Intend to support user on a personal level
- Acts proactively and informs end-user about most important notifications not to miss.
- Language agnostic – currently can support in English, Norwegian and Swedish languages

Good Evening, Olivia!

You have 5 tasks in your inbox!

Search

Upcoming Events

Date	Event
13.05.2022	Payroll
01.05.2022	Anniversary Hennie Flo (Years)
01.05.2022	Anniversary Sarah Nilsson (Years)
01.05.2022	Anniversary Elia Rise (Years)
01.05.2022	Anniversary Mia Solhaug (Years)
15.05.2022	Payroll

My Dashboard

- Inbox: 5 Tasks
- Next Salary: 2 Days Left
- Time Registration: 120 Registered, 0 Approved, 60 Planned
- My eFile: 1 File last uploaded 649 days ago
- Travel & Expenses: 100,00 NOK
- Travel & Expenses: 6 Records
- Vacation Quotas: 13 Days Available
- Leave Requests: 4 Pending
- Next Absence: Starts on Sep 01, 2022
- Other Quotas: 90h Fin, 60h Timebank
- My Sickness: 8,2 % rate
- My Trainings: 32,5 P 2000110-01-02
- Carbon Footprint: 0 Kg

My Team's Dashboard

- My Team: 5 Employees
- Time Registration: 65,5 Registered, 0 Approved, 170 Planned
- Birthdays: 107 Days Left
- Travelling: 0 Employees
- Travel & Expenses: 4 Requests

Zally

Secure chat

Hello, Olivia.

If you have any questions, please let me know!

You can see all active notifications for you by clicking the button below.

Show all notifications >

Ask your question here

Authentication

Zally currently is accessible in PeopleHub portal only and appears on the bottom right corner. It may appear in one of the two colours:

Hi, Sarah! How can I assist you?



- blue colour when Zally has no notification to display for end-user.

Hi, Olivia! I have a notification for you!



- orange, when Zally has at least one notification for end-user to display.



Zally identifies user by:

- User_name
- User_ID
- User_client
- E-mail
- Role
- Country

Overview of Zally's functionalities



Seamless communication experience



Proactive assistance



Human Live Chat support



Automated ticket creation

What are the benefits?

- ✓ **Advanced knowledge** - have a question about Zalaris services, absence recording, travel reports or other topics? Let Zally handle your questions
 - ✓ **Single source to access different services** – available in MFP Portal Zally can guide you to Zalaris services by single click
 - ✓ **Language support:** Zally can assist you in English, Norwegian and Swedish languages
 - ✓ **Role-based notifications** - stay tuned! Let Zally provide you with important notifications on personalized level
 - ✓ **Control your work** – Zally knows your absence quotas and missing time recordings. Just ask!
- ✓ **High level of proactiveness** - Zally can help you to record working time and handle recurring expense registration
 - ✓ **Human Live Chat support** - Zally could not handle your question? Let one of Zalaris operators help you to find an answer straight from Zally's chat panel.
 - ✓ **Create a ticket in SAP Cloud for Customer straight from HLC** - save your time and create a ticket after conversation with human operator by single click in Zally's chat panel.
 - ✓ **Bot-to-Bot integration** – Zally is friendly and can establish relations with your own chatbot to provide better service.

Due to the integration with SAP Zally can support all end-users with assistance on a personal level

Q & A



Wide range of information

- ✓ PeopleHub (Zalaris portal)
- ✓ People portal
- ✓ Helpdesk
- ✓ Mobile application
- ✓ SAP
- ✓ Absence
- ✓ Attendance
- ✓ Travel & Expenses
- ✓ Salary
- ✓ General questions

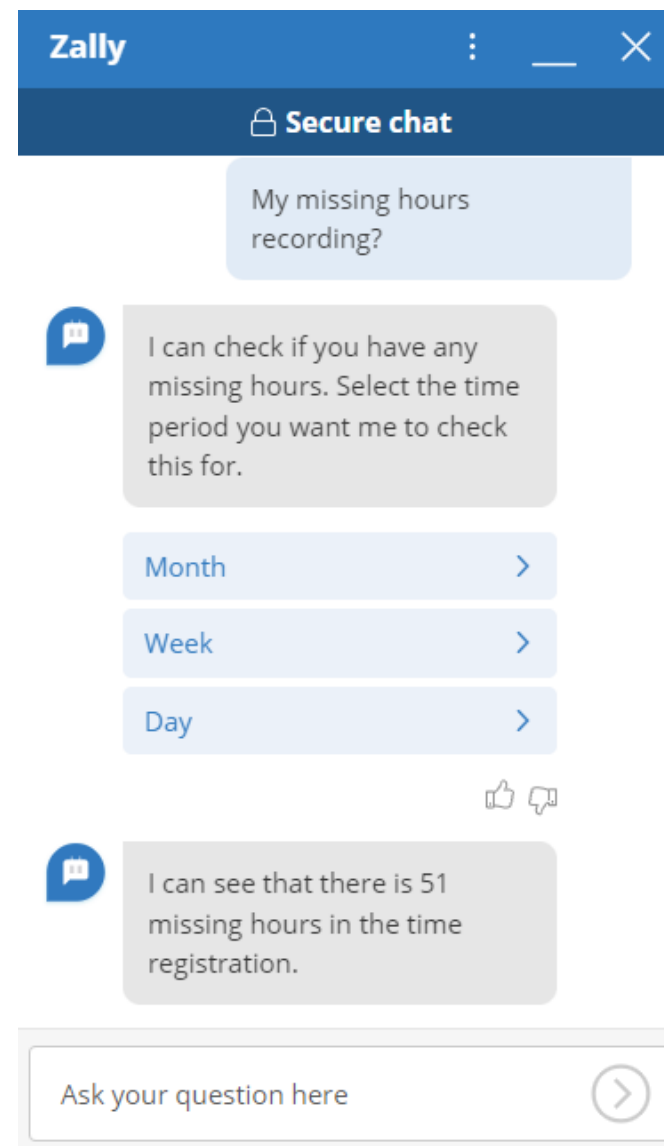


Integration with SAP GUI: features



Personalised level support

- ✓ Check all available quotas
- ✓ Check vacation quota
- ✓ Check missing working time recordings: day/week/month scope
- ✓ 21 role based reminders and notifications, incl.:
 - missing working time notification + functionality to record time on a most used time code
 - Recurring expense notification + recording option



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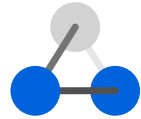
Reminders

- ✓ **Missing working time recordings before payroll** (2 reminders)
ESS: 5 working days before payroll date
MSS (My Team): 6 working days before payroll date
- ✓ **Plan annual vacation** (5 reminders)
ESS: February 28, May 5, September 19
MSS (My Team): February 27, September 20
- ✓ **Upcoming public holidays** (1 reminder)
ESS: 7 days before
- ✓ **Employee birthday** (2 reminders)
MSS (My Team): 2 working days before and on a day of birthday
- ✓ **Approved leave requests** (1 reminder)
ESS: on a day of approval+ next working day
- ✓ **Payments from Zalaris** (1 reminder)
ESS: day of payment
- ✓ **Rejected time recordings** (1 reminder)
ESS: on a day of rejection + next working day
- ✓ **Missing working time recordings on a last working day of the month** (2 reminders)
ESS: on a last working day of the month
MSS: on a last working day of the month

6

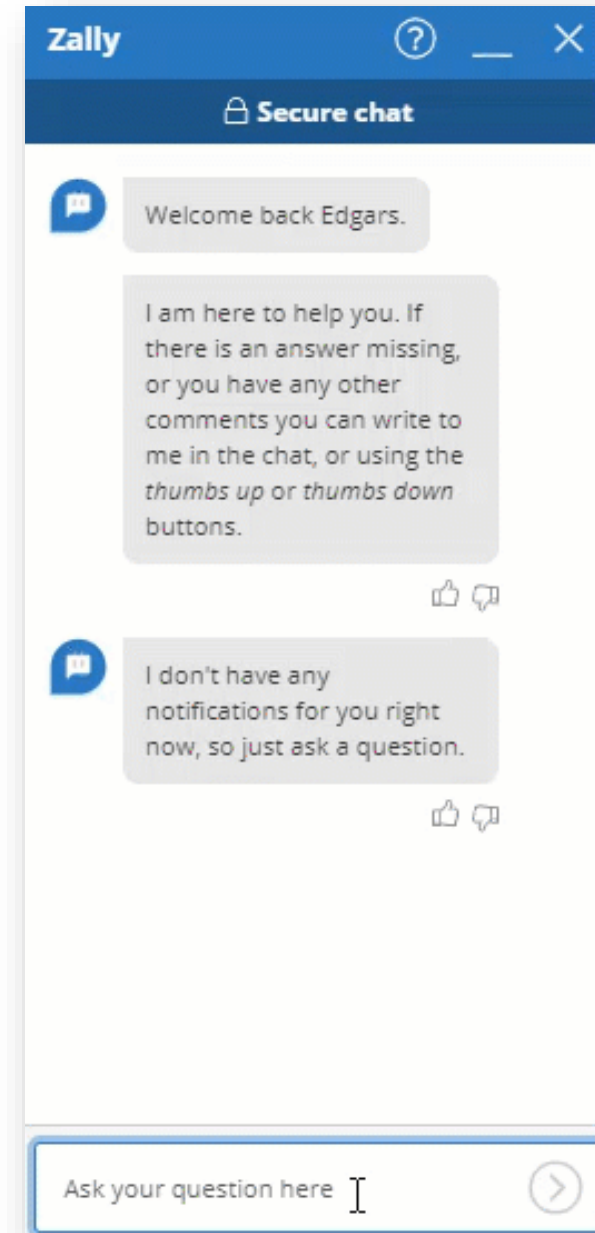
Notifications

- ✓ **Tickets waiting user response**
ESS: on a day of status changed
- ✓ **Missing time recordings + time recording via Zally**
ESS: Friday on a weekly basis
- ✓ **Pending working time recording requests**
MSS: every day if pending request (s)
- ✓ **Travel & Expense reports in draft**
ESS: Monday and Friday on weekly basis
- ✓ **Travel & Expense reports to approve**
MSS: on a day report is sent for approval
- ✓ **Pending absence requests**
MSS: on a day of request



Seamless integration experience

- ✓ Notification about ticket in Helpdesk waiting user's response back + direct URL to ticket in Helpdesk
- ✓ Human Live Chat + automatized ticket creation



What we aim with Zally?



To reduce the number of opened tickets



To win more time for employee



To increase overall satisfaction with Zalaris services



To ensure pro-active and personalized assistance to every end-user.

“

We simplify HR and payroll administration, and empower you with useful information so that you can invest more in people.

Thank you!

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