

A stylized graphic of a robot head. It features a central green square with a white border. From the top of the square, two white vertical lines extend upwards, each ending in a green circle. From the bottom of the square, two white vertical lines extend downwards, each ending in a green circle. The background is a blue gradient with a faint network of white dots and lines.

ELEVATE  
**HR**

An Attivio App for  
the ServiceNow<sup>®</sup>  
Platform

ATTIVIO<sup>®</sup>

# Elevate HR

## An Attivio App for ServiceNow

**Elevate HR** helps your employees find the information they need when they're onboarding, transitioning roles or departments, experiencing a "life event" like marriage or a new baby, or just checking on benefits or company policies. Empowering your employees to quickly find key information where and when they need it improves employee satisfaction – and frees up HR professionals to focus on strategic initiatives rather than spending their valuable time fielding routine queries. Elevate HR is powered by AI technologies like machine learning, natural language processing, and text analytics, and tightly integrated with ServiceNow Platform®.

### Letting Employees Handle Routine Queries on Their Own

Today's employees are well-versed in consumer services that let them find information, transact business, and solve problems on their own. Increasingly, they expect that the standards set by Google, Apple, and Amazon will be available to them when in the workplace. **Elevate HR** lets you institute self service, keeping pace with these expectations and showcasing your organization as a modern workplace. You can improve employee satisfaction and your employee Net Promotor Score (eNPS) – the key to attracting and retaining talent.

### Finding the Right Answers

When new employees are onboarding, they have a wealth of questions that need answers: What's our dress code – and our code of conduct? Where's the holiday schedule? The bad weather policy? Is there an NDA I need to sign? Are there compliance issues I need to be aware of? And, most importantly, what are the benefits and how do I sign up for them, an especially critical issue given the cost of healthcare and the complex benefits programs that many companies offer.

Current employees also have questions, especially if they're assuming a new role at the company or in their personal lives. **Elevate HR** unifies information repositories – both structured and unstructured data – and makes the right answers available immediately. It helps improve answer relevancy by drawing on the best answers from across your organization and automatically learning over time.

## Improve employee satisfaction

Elevate CSM helps you achieve tangible results. You can:

- **Consumerize your employees' HR experience**

Deliver a modern experience, aligned with today's employee expectations for a consumer-style experience, for every employee query of your knowledge base. Deflect routine questions away from HR resource via self service. Keep employees coming back by using machine learning to continuously improve information.

- **Modernize HR information management**

Consolidate information sources – within your HR knowledge base and beyond - and deliver more relevant answers. Get insights into the most commonly asked questions and the sources that best answer them. Immediately remedy gaps in your knowledge base using intelligent gap identification.

- **Maximize eNPS**

Keep employee satisfaction high from onboarding through employment transitions and life changes by precisely matching answers with their online queries. Natural language processing lets them ask real-world questions, in their own words, and get precise answers in return.

### KEY FEATURES

Self-Service Assist	<ul style="list-style-type: none"> <li>• Plug-in search box for self-service portal</li> <li>• Unified search results (not federated) from all connected data sources</li> <li>• Hit highlighting</li> <li>• Recently viewed content</li> <li>• Recommended content</li> <li>• Announcements</li> <li>• Behavior tracking</li> <li>• Machine-learning relevancy model that adapts automatically</li> <li>• Natural language understanding that accepts questions not just keywords</li> </ul>
Data Source Connectors:	<ul style="list-style-type: none"> <li>• Connects all ServiceNow content, from knowledge base articles, to incidents, comments, and more</li> <li>• Connects non-ServiceNow content repositories such as Sharepoint, CRM, databases, cloud services like Google Docs, and unstructured data such as email or social media</li> </ul>
Analytics	<p>Visual reporting on key categories associated with Attivio's Elevate modules, including:</p> <ul style="list-style-type: none"> <li>• Questions and topics</li> <li>• Sources and knowledge bases</li> <li>• Knowledge gaps</li> <li>• Overall usage</li> <li>• Impact on key metrics like eNPS</li> </ul>
General	<ul style="list-style-type: none"> <li>• Permissions based security - expose only the data you want to share</li> <li>• 99.5% uptime</li> <li>• Secured connection</li> </ul>

# ATTIV/O®

Attivio is the leading cognitive search & insight platform company. Our mission is to put search at the core of every enterprise. By easily integrating every data source into one always-learning platform, Attivio enables Fortune 500 enterprises to answer the most complex questions, by providing immediate insight across all of their information. Our AI-powered solutions drive innovation, improve operational efficiencies, and transform business outcomes at scale, and feature industry-leading capabilities including natural language processing, machine learning, analytics, and knowledge graphing.

For more information, [please visit www.attivio.com](http://www.attivio.com).

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