

HELP DESK for HR

Accelerate HR Service Delivery

Improve Service to Employees



PROVIDE EXCELLENT SERVICE

Give your users an easy, familiar interface to make HR and Payroll requests.

Using M365 & Teams, NITRO Help Desk for HR provides an efficient way to meet employee demands for:

- Benefit changes
- Personnel information changes
- Insurance updates
- Payroll issues
- Onboarding
- Leave requests
- & more!

Through detailed tracking of requests and efficient queue management, employee requests are resolved quickly and satisfaction increases.

The HR Help Desk performance can be monitored and assessed for continuous service-level improvements.

EASY INTEGRATION WITH HR, FINANCIAL, AND ERP SYSTEMS.

NITRO Help Desk for HR

Runs in Microsoft 365 & Teams.

Also available for SharePoint on-premises.



ENJOY THE BENEFITS

Familiar Interface

Easy to Use

Boost Productivity

Save Time and Effort

Improve Compliance

Measure Service Levels

Get More Return on M365

“NITRO Help Desk for HR integrated very well, the price was right for us, and once we implemented it, the ease-of-use was outstanding.”

– HR Director & Satisfied Customer

FREE DEMO & EVALUATION! CONTACT US TODAY.

AUTOMATE HR SUPPORT

NITRO Help Desk for HR makes managing employee requests simple.

- Capture requests from employees and customers via Office 365, Teams, SharePoint, email, and the web.
- Route the requests to the appropriate people for assignment and fulfillment.
- Built-in workflow & notifications for automating communication among all parties.
- Alerting, escalation, service level agreements keep requests moving to resolution.

The ability to automate HR request creation, tracking, and fulfillment is key to employee satisfaction and improved performance.

POWERFUL FEATURES

Install and deploy quickly on your existing systems

Submit tickets on-the-go through Teams and mobile

Set an advanced SLA policy and prioritize tickets

Link surveys to specific ticket IDs via email or Teams

Merge multiple tickets within the core Tickets list

Customize your space with new, modern UI options

Accelerate productivity with knowledge bases

Communicate with all parties to keep everyone updated

NOW AVAILABLE! MAKE YOUR HR HELP DESK EVEN MORE POWERFUL



NITRO HR COPILOT FOR QUICK ANSWERS

Our new **HR Copilot** uses AI and ChatGPT to give users easy access to a wide variety of HR information:

- HR Policy Documents
- FAQs & Manuals
- Benefit & Insurance Information



INTEGRATION WITH MICROSOFT TEAMS

NITRO Help Desk for HR is fully integrated with Microsoft Teams.

- HR Support Bot for Quick Resolutions & User Self-Service
- Teams Messaging & Channels
- Teams Business Process Workflows

CONTACT US TODAY!

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