



Employee Self-Service Module

A complete HR Helpdesk solution for your employees



CHALLENGES

Key challenges faced during organizational employee service management.

Employee requests are managed manually.

Monitoring the grievance cell is tough.

Physical meetings are necessary with HR.

Insufficient consolidation of HR contact information.

Analyzing data on requests and activities is time-consuming.

Manual paper procedure used to maintain employee optional benefits.

No provision for automatic reminders or notifications on assignments.

Manual Management of Employee optional benefits.

Submission of requests on their teammates' behalf is not enabled for Managers.

Lack of automated procedure for HR to address the requests.

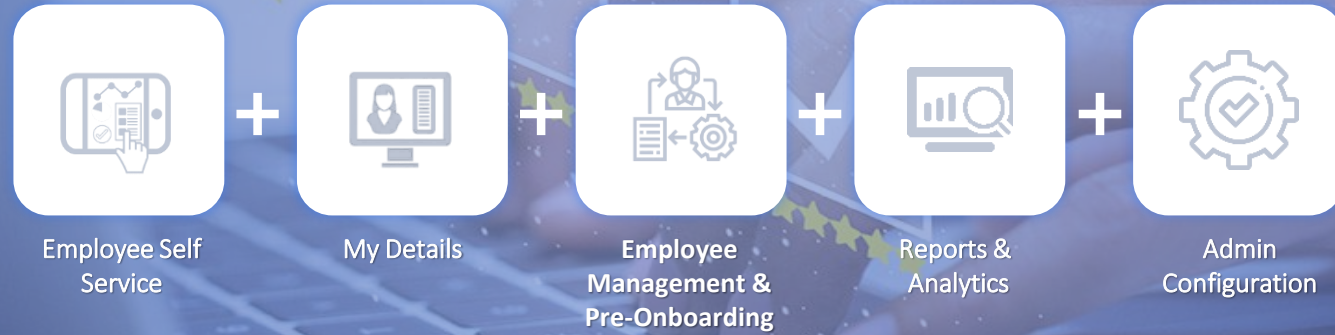
HOW DOES THE EMPLOYEE SELF-SERVICE MODULE HELPS?

An automated employee self-service platform is needed to streamline various processes of employee service.

- Share ideas, lodge grievances, and make requests through the HR helpdesk.
- Obtain vouchers to avoid paying taxes.
- Receive prompt notifications, reminders, and updates of requests.
- Managers can raise requests, grievances, and ideas on behalf of the team.
- Supervisors can check the history and respond appropriately.
- Reminders, automated processes, instant access, history, and quick view are available.



DIGITAL HRMS EMPLOYEE SELF-SERVICE SUITE



Get the Flexibility to Choose More Modules & Build your Customized Platform for every HR function.



Survey



Leave & Attendance



Asset Mapping



Training



Timeport



Policy



Violations & Occurrence



Recruitment



Performance Assessment



Resource Allocation



Separation



Travel



Conference Room Booking



Expense & Reimbursements



User Manual

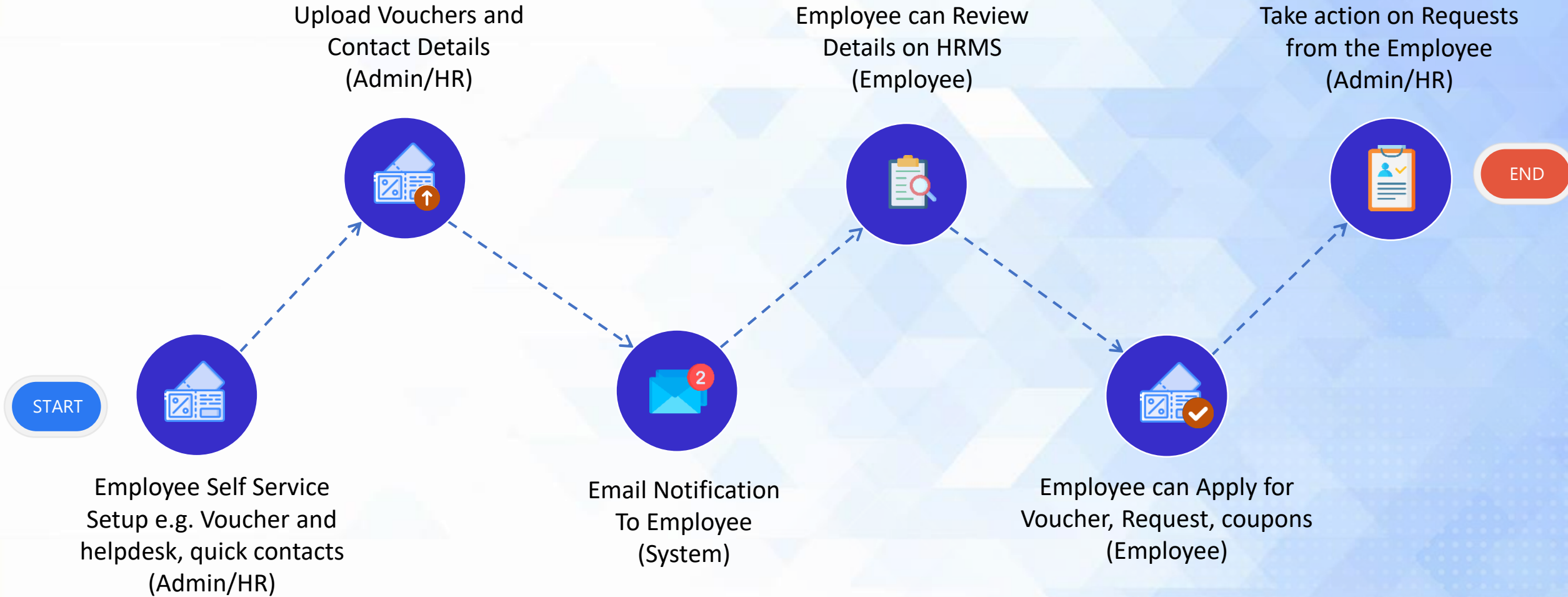


Mobile App



Payroll

EMPLOYEE SELF-SERVICE PROCESS OUTLINE



EMPLOYEE SELF-SERVICE MODULE BUILDING BLOCKS



	Employee Self-Service Module	
Admin Rights	Notification	Business Card Request
Voucher Request	HR Helpdesk	Employee Summary
	Support Contact	

Admin Rights

The screenshot displays the 'SETUP EMPLOYEE SELF SERVICE' interface. The top navigation bar shows the user's status: 'Checked In at: 10:32', 'Total Hrs: 00:38', 'Actual Working Hrs: 00:38', 'Recent Check: 24-Nov-2022 10:32', 'Week Total Hrs: 17:26', and 'Week Actual Hrs: 17:26'. There are also buttons for 'Break' and 'Check-Out', and a notification icon with '25'.

The left sidebar contains a navigation menu with the following items: Organization Setup, Setup Masters, Access Right Management, Workflow Management, Attendance Management, Leave Management, Question Builder, Email Template Builder, Home Page Setup, Confirmation Management, Performance Management, Policy Documents Setup, Recruitment Management, Setup & Config Change Trac..., Separation Management, Manage Scheduler, Setup Employee Self Service (highlighted), Travel And Expense Option..., Permission Setup, User Management, RA Options Setup, RA Permission Setup, Training Options Setup, Training Permission Setup, and Conference Room Booking ...

The main content area is titled 'SETUP EMPLOYEE SELF SERVICE' and includes a sub-menu: 'Voucher Master', 'Create Voucher', 'Template Builder', 'Generate Documents', 'Helpdesk Category', and 'Support Contacts Master'. The 'Voucher Master' section has a form with the following fields:

- *Voucher Type:
- Status: Active InActive
- *Set Voucher Amount:

Sr.No	Voucher Amount	Action
		Add

Below the form is a 'List Of Vouchers' table:

Voucher Type	Voucher Amount	Created By	Created On	Status	Edit
Sodexo	1000,2000,3000	Vikram Kumar	25-Feb-2022	Y	Edit
Gift	3000,5000	Vikram Kumar	18-May-2021	Y	Edit

At the bottom of the table, there are navigation controls: 'Page size: 10' and '2 Items in 1 pages'.

- Admin gets access to configure vouchers, business cards, and request complaints and suggestions.
- Different workflows can be created for requesting types of letters, and types of requests in Master.
- Admin can set up contact details of respective departments for employees.

Notification

The screenshot displays the T/DG Employee Self Service interface. The top navigation bar includes the T/DG logo, user information (Employee Name: Vikram Kumar, Employment Number: 00001, Designation: Manager), and time tracking details (Checked in at: 10:32, Total Hrs: 00:41, Actual Working Hrs: 00:41, Recent Check: 24-Nov-2022 10:32, Week Total Hrs: 17:29, Week Actual Hrs: 17:29). The left sidebar lists various modules: Home, Admin Configuration, Employee Management, My Details, Leave & Attendance, Employee Self Service (highlighted), TimePort, Recruitment, Resource Allocation, Performance Assessment, Policy Documents, Travel, Expense & Reimbursement, and LMS. The main content area shows the 'Notification' tab selected, displaying 'Pending Help Desk Requests - (3)'. A table lists the requests with columns for Employment Number, Employee Name, Business Unit, Type, Category, Initiated On, Status, Status Date, and View Details. The table contains three rows of data. Below the table, there are pagination controls showing 'Page size: 10' and '3 Items in 1 pages'.

Employment Number	Employee Name	Business Unit	Type	Category	Initiated On	Status	Status Date	View Details
00002	Abhishek Shukla	Test - Cloud Customer	Request	Letter	22-Nov-2022	Submitted	22-Nov-2022	View Details
00003	Shivangi Srivastava	HRMS	Request	Policy document	26-Apr-2022	In Progress	26-Apr-2022	View Details
00003	Shivangi Srivastava	HRMS	Request	Letter	26-Apr-2022	In Progress	26-Apr-2022	View Details

- View all the pending requests on the tab or Bell icon.
- Managers/HR or Authorized users can take required actions.
- Get an automated notification for the status of the request.
- View the status of requests.

Business Card Request

The screenshot shows the 'Business Card Request' form in the T/DG Employee Self Service portal. The form is for employee Vijay Kadam (Employee Name: Vijay Kadam, Employment Number: GM014, Designation: LG-GM). The form fields are as follows:

Field	Value
Requester Name	Vijay Kadam
Business Unit	HR
Designation	LG-GM
Phone Number	Enter Phone Number
Extension	Enter Extension
Location	Pune
*Mobile	Enter Mobile Number
*Mail Id	vijay.k@thedigitalgroup.com
Fax	Enter Fax
*Number Of Cards	Number Of Cards
Contact Address	Contact Address
Comments	Comments

At the bottom right of the form, there is a 'Submit' button and a 'Feedback' button. The footer of the page reads: 'Recommended browsers: Chrome V 64, Firefox V 58 | © 2020 The Digital Group Inc.'

- Add basic details in the fields which need to be printed on cards like email ID, phone number, and any comments which need to be considered for submission.
- Track the status of the request for self and/or for team members.

Voucher Request

Employee Self Service

Employee Name: Vijay Kadam | Employment Number: GM014 | Designation: LG-GM

Notification | Business Card Request | **Voucher Request** | HR Help Desk | Employee Summary | Support Contacts

Voucher Request

Voucher Type | Voucher Name | Month & Year | Active From Date | Active Till Date

No records to display.

Voucher Status

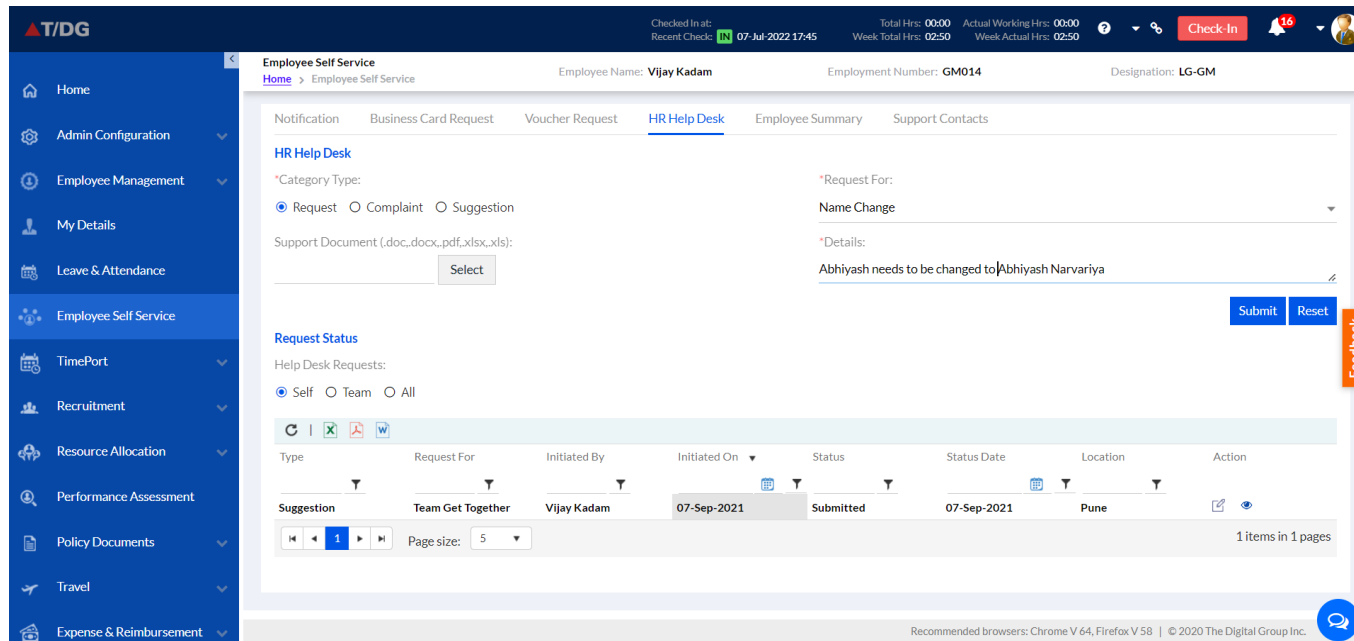
Initiated Date	Voucher Type	Voucher Name	Availing Month & Year	Active From Date	Active Till Date	Voucher Amount	Status	Action
07-Sep-2021	Gift Voucher	Flipkart	September, 2021	07-Sep-2021	30-Sep-2021	1000	Applied	

Page size: 5 | 1 items in 1 pages



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- Company can provide the meal/gift voucher facility to their employees.
- Request gift vouchers to avail of tax benefits which include meal vouchers, gift vouchers, and more.
- Track the status of the request for self an/or for team members.

HR Helpdesk



The screenshot displays the HR Helpdesk interface for an employee named Vijay Kadam. The interface includes a navigation menu on the left with options like Home, Admin Configuration, Employee Management, My Details, Leave & Attendance, Employee Self Service, TimePort, Recruitment, Resource Allocation, Performance Assessment, Policy Documents, Travel, and Expense & Reimbursement. The main content area shows the HR Help Desk form with fields for Category Type (Request, Complaint, Suggestion), Request For (Name Change), and Details (Abhiyash needs to be changed to Abhiyash Narvariya). Below the form is a Request Status section with a table of Help Desk Requests.

Type	Request For	Initiated By	Initiated On	Status	Status Date	Location	Action
Suggestion	Team Get Together	Vijay Kadam	07-Sep-2021	Submitted	07-Sep-2021	Pune	 

- Submit various requests (e.g. Employment letter, Bonafide letter, etc.), complaints, and suggestions to the HR department.
- Track the status of a request.
- Managers can also view the list and status of requests raised by their team members.

Employee Summary

The screenshot displays the Employee Self Service interface for user Vijay Kadam. The top navigation bar includes a 'Check-In' button and a notification bell with 16 alerts. The main content area is divided into several sections:

- Employee Profile:** Displays the user's name (Vijay Kadam), designation (LG-GM), EMP ID (GM014), DOJ (03-Jun-2019), BU (HR), and GRADE (NA).
- Work Details:** Lists functional and reporting managers (Sonal Joshi and Rishab Saxena), employment type (Confirmed), base and work locations (Pune), status (Active), and company/total experience (3 Years And 1 Months / 13 Years And 4 Months).
- My Reporting:** Shows the organization (Digital Group Infotech) and options to filter by Direct or Indirect Reportees.
- Table:** A table with columns for Employment Number, Status, Employee Name, and Business Unit. It contains one entry: GM014, Active, Vijay Kadam(GM014), HR.

The footer of the page includes browser recommendations (Chrome V 64, Firefox V 58) and a copyright notice for The Digital Group Inc. (© 2020).

- The Employee Summary will be visible based on the permissions.
- Managers or HR can use this tab to raise requests on behalf of their employees.

Support Contact

Employee Self Service

Employee Name: **Vijay Kadam** Employment Number: **GM014** Designation: **LG-GM**

Notification Business Card Request Voucher Request HR Help Desk Employee Summary **Support Contacts**

Department Name	Employee Name	Contact No	Email Address
HR	Sunil Kumar(GM003)	9999999999	naveen@thedigitalgroup.com
Accountant	Naveen Reddy(GM001)	8888888888	naveen1@thedigitalgroup.com
recruitment admin	Vivek Sinha(GM013)	9898989898	naveeng12345@thedigitalgroup.com
Project manager	Ankit Avlani(GM100)	9876543211	jdkfk@kfdj.com

Page size: 10 4 items in 1 pages

Feedback

Recommended browsers: Chrome V 64, Firefox V 58 | © 2020 The Digital Group Inc.

- Quick contacts for easy reference.
- Provides the contact details for Departments in the organization and accordingly is visible to employees as set by the Admin.

ROLE BASED ACCESS

Employee Self-Service Module has multiple Logins/Roles – HR Admin, Employee

HR/ADMIN



- Add, Manage & Upload Vouchers/ Business cards and Contact details
- Activate/Deactivate Vouchers
- Manage Email Notification and Reminders
- Reports
- Monitor cards and Vouchers

EMPLOYEE



- Application and View of Vouchers (Gift and Meals)
- Raise Business card Request
- Suggestions, Complains, Feedback to HR
- Quick contact details of respective HR

KEY FEATURES

Helps to set up complete business HRMS workflows.

Easy to share policies and quick access to review.

Get all the updated information on a single page.

Reduce manual work and maintain online data e.g. vouchers, and gift coupons.

Keep a track record of all the requests and complaints along with their progress.

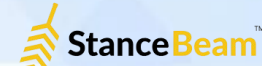
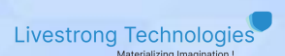
Streamlined flow and process for employees, managers, and admin.

Automated reminders and notifications.

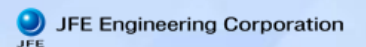
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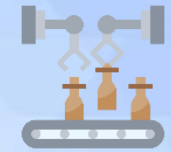
AUTOMOBILE



EDUCATION



REAL ESTATE



MANUFACTURING



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AGENCY



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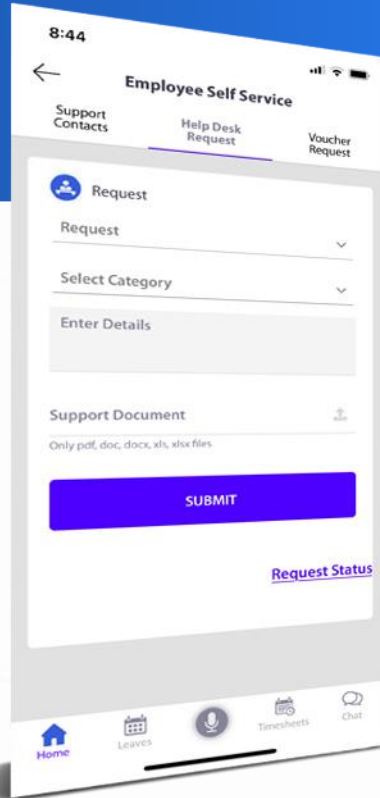
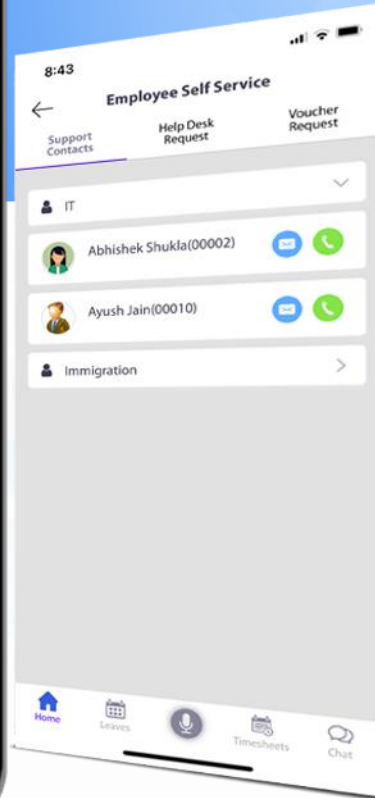
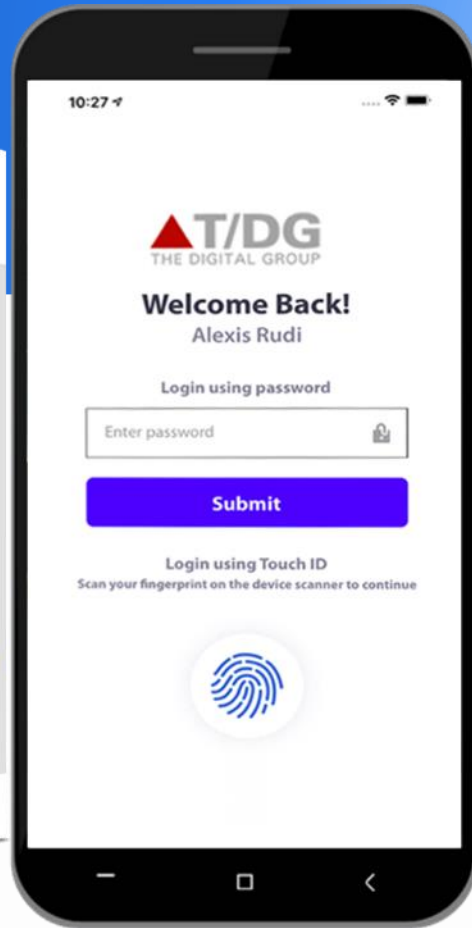
UTILITIES



PHARMA

And many more other industries to which we cater HRMS as a solution.

GO MOBILE WITH YOUR HR PROCESSES



Discover Digital HRMS App on Google Play & App Store with advanced features for mobile users.



Geo Fencing



Timesheet Recorder



Fingerprint Signature



Voice Command



Chat Bot



Face Recognition



ABOUT US

Digital HRMS is an one-stop solution for all HR needs. It is a modular customizable HR software platform, developed by T/DG, that empowers your workforce, simplifies your operations and drives your business goals. For more information, visit www.digitalhrms.com

The Digital Group (T/DG) is a MNC and leading provider of a broad range of Information Technology services having software products across domains like HR, enterprise search, automation testing, telehealth, and more. It was incorporated in 1999 and Head-Quartered at Princeton, US. T/DG is a CMMI 5 level company with 1000+ employees and has IT Service Projects & Products as major business. For more information, visit www.thedigitalgroup.com

Awards & Certifications



Quality Management System



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