



The 2023 Guide for Employee Experience

Automating HR Support to unlock Human Potential.





Editorial

A recent study (June 2022) by the consulting firm McKinsey estimated that 40% of American employees plan to leave their jobs within 3 to 6 months. The phenomenon is brutal, as well as global, and has a name: the Great Resignation.

How is it that almost half of the working population is considering leaving their jobs, despite galloping inflation and an uncertain macroeconomic environment?

The reasons are numerous and probably not yet exhaustively identified; remote work that erodes social ties and motivation, post-pandemic stress that generates radical life changes, disengagement of new generations losing meaning in traditional work settings... Several hypotheses have been put forward; but one element seems to be common to them all: disengagement at work. Employees feel less and less committed, supported, and listened to in their professional environment.

It is probably where the solution lies as well.

Re-engage employees by ensuring everyone feels heard, listened to, and supported. That no question goes unanswered, and every problem is dealt with in the best and quickest way possible.

This is the mission of HR support.



68%

of employees feel disengaged in 2022 and are considering changing jobs

United States - The 2022 State of Talent Optimization Predictive Index

HR support has never been as important as it is today.

Investing in HR support ensures that your employees always have an answer to their questions, a solution to their problems, and a sympathetic ear to their situation. It improves individual and overall employee satisfaction and reduces attrition.

At Clevy, we see HRs as the heroes of the day.

They are the people to turn to when employees have a problem, whether professional or personal. Every day, they ensure that the company runs smoothly and that the issues that employees encounter are taken care of. That's why we've made it our mission to help them.

Over the past few years, we've worked with operations and HR support professionals to improve their processes and support tools. We've been able to help them perform better at their jobs while gaining efficiencies so they can spend more time in the field, serving people. The secret? **Automation.**

This guide is designed to help as many people as possible discover how, in 2022, Automation rhymes with Employee Experience, Satisfaction, and Engagement. How the Automation of your HR support will make your teams more efficient, your support more qualitative and your employees more satisfied and engaged – provided it is accompanied, controlled and evolves in conjunction with the business processes.

In this guide, you will discover concepts, methods and use cases, all intended to help you get started or to give you perspective on the projects already underway.

On behalf of the entire Clevy team, we hope you enjoy reading this guide and look forward to discussing it with you.

Sincerely yours,

Salim Jernite



Salim Jernite
CEO, Clevy.io



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