

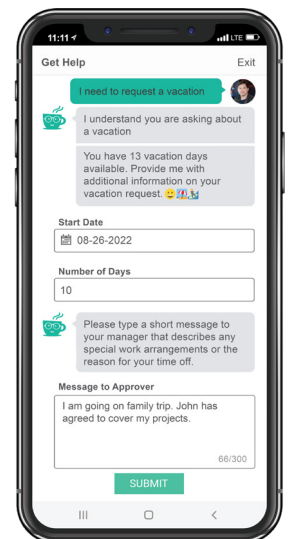
Espressive Barista Integrations with HR Systems

Espressive Barista, our AI-based virtual support agent, integrates with leading HR systems giving employees one place to go for immediate, personalized answers to all their HR-related questions. The Barista integration with Workday is optimized for the 100 most common Workday questions, with use cases covering everything from onboarding to managing time off. Barista comes out of the box with a deep understanding of HR questions across an expansive range of topics covering the entire employee lifecycle, freeing up HR personnel from answering repetitive questions so they can focus on high touch interactions.

Improve Employee Experience and Get More Out of Your HR Tools

When the pandemic hit, enterprises were forced to fit an office-centric model into a virtual world. As a result, HR leaders are dealing with a reduction in employee productivity, satisfaction, and retention—making employee experience a top imperative. The pandemic also led to an exponential growth in HR related questions, and answers are often different depending on what state, country, and region the employee resides in. While HR technology tools can help, too many tools means employees need to remember a variety of access points and user interfaces. As a result, only 34% of employees report using HR tools, making it difficult to obtain a return on technology investments.

Espressive integrations solves these problems. First, Barista gives employees a single, automated way to ask all HR questions, simplifying the employee experience. Second, Barista automatically answers questions with results personalized to each employee regardless of where they are located, so HR can focus on high touch interactions. Finally, because Barista integrates with leading HR systems such as Workday, SuccessFactors, and BambooHR, Barista eliminates the need for employees to remember different access points and user interfaces, ensuring you get more value from HR technology investments while delivering a seamless employee experience.



Barista Integration with Workday

Barista understands thousands of employee phrases across the 100 most common Workday questions, with use cases covering everything from onboarding to managing time off requests. Barista can assist employees by enabling them to access information in Workday, such as PTO days and timecard information, using their natural language. Barista also consistently updates information in Workday in real time across a wide range of use cases such as managing PTO, looking up employee data, and facilitating employee onboarding.

With the Barista Workday integration, employees can interact with Barista to perform any of the following key actions as if they were using Workday, but using their natural language via a consumer-like experience instead.

MANAGE TIME-OFF Employees can find out their PTO balance, verify their accrual rate, see a summary of hours worked, request time-off, and manage the lifecycle of a PTO request once it is created.

EMPLOYEE DATA Data such as employee ID number can be easily looked up.

PO STATUS The status of previously created purchase orders can be easily accessed.

INVOICE STATUS Employees can search for and look-up the status of previously created invoices.

FACILITATE EMPLOYEE ONBOARDING HR can view and manage onboarding tasks that are part of a Workday workflow.

VERIFY PAY RATE Employees are able to verify their current pay rate.

Barista Understands HR Topics Across the Employee Lifecycle

Barista answers questions across an expansive range of HR topics such as benefits, annual reviews, and company policies. Barista also automates employee workflows, such as vacation requests, onboarding, and benefit inquiries, as well as associated approvals.

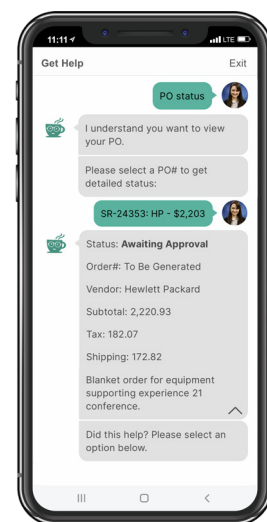
Even without integrations, organizations have a high automation rate from Barista as soon as the first day of deployment because Barista recognizes billions of phrases across thousands of topics, including understanding the language of verticals such as healthcare and retail. In addition, Barista ingests the company's current knowledge bases, and includes pre-researched answers for common industry questions. That return grows when you add automation through integrations.

Barista Case Management

In addition to integrating with HR systems, Barista also integrates with IT Service Management tools, including ServiceNow, Ivanti, Jira, and Zendesk. While some HR teams have access to these tools, they are often too expensive and complex to deploy beyond IT.

Barista Case Management is a modern case management system (i.e., ticketing tool) for HR and other internal service providers to improve the efficiency, experience, and quality of support they offer to employees—without the cost and complexity of IT tools. Barista Case Management integrates deeply with Barista. When employees have questions, they ask Barista and receive immediate, personalized answers. If Barista doesn't have an answer, a ticket is automatically generated in Barista Case Management and routed to the appropriate service team, providing a seamless handoff from employee to the help desk.

Once an HR team member accepts assignment of a ticket, they are able to view the entire conversation that occurred prior to the ticket being generated. This gives them significant context within the ticket so they can often answer questions or resolve issues in one easy step. In addition, if IT is using an ITSM ticketing tool, they can continue to do so while HR uses Barista Case Management.



ESPRESSIVE is the pioneer in automating digital workplace assistance, redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, takes on the role of the service agent, bringing the best of human experience with the best of artificial intelligence. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 50 to 70% . Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).