



# Now, you can voice your concerns and be heard, too.

PeopleCare Business Solutions offers a comprehensive portfolio of advanced Automatic Speech Recognition (ASR) solutions for Recruitment and Employee Self-Service in the HR domain. These solutions are path-breaking and a game-changer in the way HR function is managed in an enterprise.

## Voice Employee Self-Service (Voice ESS) is an enterprise suite which enables employees to access their personal employment information using a telephone.

### Pain areas

- Inefficiency in personal/HR operations (wastage of time and resources)
- Limited visibility of personal information for blue-collared employees or the employees in transit

### Solution

Voice ESS enables employees a direct access to their personal information using the telephone. The centralized platform delivers information as well as registers their requirements.

- Leave management
- Grievance
- Idea management
- Get employee contact details
- Access pay and re-imbusement details

### Features

- Automates information delivery and requirement registration process via speech over telephone
- Easily navigable voice user interface
- Speech biometrics-based authentication
- Can be interfaced to any existing HRMS suite/ERP system
- Can be accessed from a public telecom network or from an intercom
- Auto redirection of employee requests to authorities concerned via e-mail/SMS
- Web-based control panel
- Support for multiple Indian languages

### Benefits

- Improved operational efficiency
- Reduction in time and resource wastage
- Easy accessibility and visibility to information for authorized employees
- Enhanced productivity
- Higher levels of employee morale

### Application areas

All industry verticals where HR-employee interaction is difficult or minimal such as manufacturing, logistics, transportation and health care, among others.



Candidate Recruitment Management System (CRMS) is an end-to-end recruitment solution powered with automatic speech recognition.

### Pain areas

Inefficiency in recruitment and selection process due to:

- High lead time
- Process incompetency (test administration, interview scheduling)
- Process inconsistencies
- Low shortlist to conversion ration
- High operational costs

### Solution

- Automates key recruitment functions such as:
  - Check candidate interest
  - Conduct test
  - Schedule and conduct telephone interviews
  - Maintain contact with the candidate till joining

- Reduces routine and mundane HR Operations
  - Screening CVs
  - Long telephone conversations
  - Answering questions
  - Candidate tracking

### Features

Automatic speech recognition-based interaction

- Customizable to ad hoc requirements
- Flexible schedules
- Easy to use Web interface
- Hierarchical administrative control
- Scalable operations
- Extensive reports

### Benefits

- Helps cut down the recruitment cycle
- Reduces unnecessary phone calls/interactions
- Improves process efficiency
- Better candidate experience
- Substantial saving in operational expenditure

### Application areas

Industry verticals where there is a continuous recruitment requirement such as IT, BPO, insurance, among others.

## About PeopleCare

In business since 2009, PeopleCare Business Solutions is a new generation technology services enterprise founded by a team of IT professionals with over 90-man years' experience in designing and developing enterprise solutions for companies such as Infosys, MindTree and Wipro. PeopleCare combines the flexibility and agility of a niche firm with the technological breadth and process orientation of large organizations.

PeopleCare works with alliance partners with best-in-class technologies in specific industries to develop innovative business solutions that are aligned with the customer's needs and synergize with the existing IT infrastructure.