

Workforce Management Employee Engagement Center Help Desk Services

In today's competitive environment, policies, processes, and procedures are often complex and can frequently change. If your system administrators are spread thin, every call to your support staff can impact your organization's initiatives. Let UKG® help improve your employee experience and create organizational efficiency so you can drive measurable results.

UKG Workforce Management (WFM) Employee Engagement Center (EEC) - Help Desk Services are a comprehensive offering that allows organizations like yours to eliminate the burden and cost of supporting their end-users with specialized solution support. That way, you can concentrate on more strategic tasks that provide a competitive edge.

With this offering, you'll get dedicated, customized Help Desk Services that will act as an extension of your team, delivering significant benefits such as minimizing potential risks, reducing operational costs, engaging end-users, and increasing organizational efficiencies.

Minimize potential risks for your organization

When technology issues are quickly identified and resolved, downtime is minimized. Our help desk team troubleshoots problems, offers guidance, and provides a 360-degree view of your organization to help standardize processes and reduce variances across business units. Proactively monitoring the accuracy of the data flowing in and out of your system decreases errors that could potentially put your organization at risk.

Leverage our support expertise



Tier 1 help desk services 24x7

Dedicated support for break/fix issues, how-to questions, and navigation of the UKG solutions



Whole system monitoring

24-hour proactive monitoring of timeclock activity, employee demographic imports, and interfaces



A dedicated technical account manager

Your single point of contact when an issue is escalated



Visibility into support workflow

Insight to foster transparency and accountability



Reduce the operational costs associated with providing support for your solution

When you use our services, you can eliminate the time and cost to recruit, hire, train, and retain UKG application support resources. We're committed to achieving the highest levels of customer satisfaction and driving measurable results while effectively addressing your system and support challenges.

Our services are always ready for the unexpected. If an unforeseen major issue causes a sudden spike in support-related calls, we're prepared to provide ample coverage. That means your organization won't incur the additional costs of bringing on extra resources or paying for support staff overtime — they're all covered.

Our proactive approach to support is designed to help prevent issues before they start, so organizations can run smoothly and efficiently.

Improve employee engagement by optimizing the end-user experience

Expanding end-users' ability to use the solution effectively helps optimize the experience of employees and managers alike. This, in turn, helps increase overall user engagement and drive greater return on your investment. Our services experts provide the support and guidance needed to increase solution adoption and ensure greater value for your people — and your organization.

Our team members have in-depth knowledge of your business needs, so you can capitalize on their years of industry and system experience to help achieve desired outcomes. UKG will provide:

- A dedicated phone number and customer-branded email address
- Screen-sharing service when needed
- A dedicated technical account manager who serves as a liaison between your organization's business team and UKG

Increase organizational efficiencies by leveraging our experience

When you increase efficiencies, your leaders have more time to pursue other strategic goals and projects that benefit the organization. Transferring support of your UKG® solution to our Help Desk Services allows you to reach and exceed your overall support objectives. Whether you need support for use and usability issues, identifying configuration change requirements, interface execution, or cloud infrastructure matters, you can count on fast, efficient resolution.

Our services provide your organization with a consolidated view of all operations so leaders can keep their fingers on the pulse of the organization and more effectively execute on goals — getting more done with resources already in place and gaining a competitive advantage.

Increase operational efficiency



Strategic partnering

UKG ensures new features are fully utilized to maximize your investment.



Hardware replacement support

UKG provides troubleshooting for hardware, and when replacement is needed, the Help Desk will send a request to swap out the hardware to ensure service is quickly restored.



Monthly reporting

UKG delivers reports detailing restoration and resolution times on all cases.



Business as usual

UKG experts provide the support you need to stay focused.

Want to learn more? Reach out to ukgmanagementservicesales@ukg.com



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