Tasknet: Our integrated case, workflow and document management system

Tasknet is our solution to the challenge of getting the process right — every time. Buck’s Talent and HR Solutions team at Xerox developed Tasknet as a secure, turnkey solution which uses data, documents, knowledgebase, self-service, workflow, skill/capacity-based routing, reminders, auto-escalation, and real-time reports to provide you a single global view of your operation.

Tasknet lets you:
- Access cases, documents, forms, and records quickly and easily from anywhere
- Save time through automated workflows
- Cut costs associated with process inefficiencies
- Comply with legal and regulatory requirements
- Reduce risks that come from recording, reporting, and exchanging information
- Facilitate informed decision-making

Features include:
- Single task queue triggered by call center, chat, email, portal queries, self-service, receipt of documents, or a transaction within your HR application
- Automated fulfillment where applicable. Optional integration with knowledgebase to present online answers to end-users
- Ability to automatically as well as manually open, categorize, close, suspend, assign, and reassign cases
- Multi-step, multi-path process workflows based on alternative possible outcomes from a previous step
- Auto-routing to different personnel required to complete different tasks within one case
- Expected completion date/time by task for service level management and monitoring with auto reminders and escalations
- Full history of interactions with an end user, with access to all cases, contacts, to-dos, notes, emails and documents
- Alerts attached to employee records for special service needs (e.g. white glove, high risk, etc.)
- Configurable case screens for special request-based data capture
- Easy integration with self-service screens and other applications to collect data, trigger workflows, and auto-complete transactions

It’s easy for things to fall through cracks when a request arrives through different channels and fulfillment involves many steps, has to go through multiple approvals with access to crucial data and documents, has to comply with specific requirements, must meet a deadline, and needs to be tracked and reported. When you have many of these tasks on the go at once, missing a crucial step can be critical.
Why use Tasknet?

Lower cost:
- Automate significant portions of your processes and transactions thus removing human interaction and improving timeliness and quality
- Effectively triage tasks to maximize utilization of generalists and low-cost resources, and involve senior staff only when necessary
- Leverage capacity around the globe
- Access history, data and documents with ease

Higher quality:
- Predictable and repeatable processes based on best practices
- Compliance and control checklists to ensure critical tasks are completed correctly
- Real-time management and monitoring of deadlines and service levels

Scalability:
- A modular solution with plug-and-play functionality which can be phased to meet changing priorities and business needs
- Implement locally or extend the solution globally to handle common as well as country-specific processes
- Multi-role solution which can be limited to service center staff or can be extended to all internal external service providers including the end users

Flexsourcing™:
- Our service teams use the same solution for our own outsourcing clients
- The collaborative nature of the solution enables our clients to use Buck’s technology and resources across the globe as a seamless extension of their team to reduce cost or to handle peak periods; you choose when and how much help is required from is required from Buck