



## Empower end users and line-managers

Welcome to the erNavigator Cloud Corporate introduction series.

In this Document we will explore how erNavigator empowers end users and line-managers, by enabling them to confidently carry out their labour relations tasks, in full compliance with all policy and legal requirements, regardless of their level of labour relations knowledge or experience.

We will also review the real-time metrics that are available on erNavigator to highlight situations where end users require assistance.

As each case is processed on erNavigator, end-users are guided to make the right decisions, follow the correct processes, and complete all the required tasks on time and in compliance with all policy and legal requirement.

### Decisions

At each decision point in a process, erNavigator presents the end user with a series of questions and directs them towards the appropriate decision, based on their answers.

### Process stages

Once a decision has been made the erNavigator workflow prompts the end user to follow the correct process.

### Tasks

At each stage in a process, the erNavigator workflow automatically presents the end user with the next required task.

When that task is completed, the task will either be replaced with another task or a stage complete message, indicating that all tasks have been completed for the current stage.

### Task steps

Each erNavigator task screen includes a "tour guide." The tour guide is an on-line teaching tool that shows the end-user, step by step, how to complete each task.

At each step, a pop-up instruction screen will appear, end users simply follow the instructions.

## Deviations

If the end user fails to follow the correct decision, process or task, erNavigator automatically logs this non-compliance and, depending on the organisation's policy, either allows the deviation, requests approval from a specialist, or simply does not allow the deviation to occur.

## Knowledge base

erNavigator maintains a comprehensive knowledge base of policies, law summaries, case law, instructions, forms and guidance, that is regularly updated. This knowledge base automatically interacts with the digital case file and presents the end user with sorted and filtered information based on case circumstances. The information is presented in easy-to-access screen icons as case tasks are processed.

With the knowledge base at their fingertips, end- users no longer waste time and money searching for information, preparing forms or looking for advice.

## Metrics

erNavigator also automatically provides metrics to highlight end users that are non-compliant and situations that require attention. These metrics are displayed in the key performance indicator dashboards and identify end users who:

- Have an unusually low or high volume of activity
- Are inconsistent
- Are non-compliant
- And are making incorrect decisions

With erNavigator, end-users can carry-out their labour relations tasks with ease, without requiring specialised knowledge or training, and with the confidence of knowing their processes are fully compliant.

## Digitize, Report, Empower and Monitor

er Navigator

Request an online demo today.

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