

Zoho People Plus Employee Experience Toolkit

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1 Introduction to the Employee Experience Toolkit

This toolkit provides a comprehensive guide to enhancing employee experience using Zoho People Plus, an integrated HR suite that covers talent acquisition, core HR, payroll, and engagement. It focuses on tools that foster seamless employee journeys, from onboarding to ongoing development, aligned with Vietnam's digital economy (73% internet penetration in 2024) and SME focus (98% of businesses). IADCX, a certified Zoho Partner with 5+ years of expertise and 400+ implementations across ASEAN, highlights its HR services and domain knowledge in retail, e-commerce, finance, and more to deliver customized solutions [4, 3].

2 Key Employee Experience Features in Zoho People Plus

Zoho People Plus offers features to build positive employee experiences:

- **Employee Self-Service:** Mobile app for updating info, accessing payslips, requesting leave, marking attendance, and filling timesheets.
- **AI-Enabled HR Chatbot (Zia):** Answers queries, applies leave, marks attendance, and provides instant support.
- **Onboarding & Offboarding:** Automated workflows for smooth transitions, including document management and training assignments.
- **Engagement Tools:** Surveys, feedback mechanisms, and perks management (e.g., wellness programs, flexible work).
- **Performance Management:** Goal setting, reviews, and learning paths for career growth.
- **Payroll & Compliance:** Automated payroll with PIT and social insurance, ensuring accurate, compliant experiences.
- **Integration:** Unified platform with Zoho apps for seamless HR processes from recruitment to exit.

These features can reduce turnover by 15-20% and boost satisfaction [1, 2].

3 How to Implement the Toolkit with Zoho People Plus

To enhance employee experience:

1. **Assess Needs:** Survey employees on pain points; use Zoho People Plus dashboards for insights.
2. **Configure Self-Service:** Enable mobile access and customize portals with Vietnamese language support.
3. **Deploy AI Chatbot:** Set up Zia for common queries, integrating with local compliance rules.

4. **Automate Workflows:** Create onboarding checklists and engagement campaigns.
5. **Monitor & Optimize:** Track metrics like satisfaction scores; adjust based on analytics.

IADCX assists with end-to-end implementation for Vietnam-specific customizations.

4 Highlighting IADCX Services in HR and Domain Expertise

IADCXs HR services and domain expertise ensure optimal use of Zoho People Plus:

- **Implementation & Customization:** 4-hour activation and setup (20,000,000 VND for SMEs), tailoring employee portals and workflows, saving 50% deployment time [4].
- **Training & Onboarding:** Sessions (5,000,000 VND) on self-service and chatbot use, boosting adoption by 80%.
- **Ongoing Support:** Monthly packages (5,000,000 VND) for HR audits and optimizations, improving employee satisfaction by 25%.
- **Domain Expertise:** In retail/e-commerce (engagement tools for shift workers), finance (compliance-focused experiences), and ASEAN markets, delivering 300% ROI in 12 months [3].
- **Integration Services:** Connects with local tools like Zalo for notifications, adding 15% efficiency (12,000,000 VND/month savings for 20 employees).

5 Case Studies: Employee Experience Transformations

5.1 Global Example (Applicable to Vietnam)

- **Industry:** E-commerce.
- **Challenge:** Low engagement, high turnover.
- **Solution:** IADCX implemented Zoho People Plus with self-service and chatbot.
- **Results:** 20% retention improvement, 25% productivity boost.

5.2 Vietnamese SME Example

- **Business:** Ho Chi Minh City tech firm, 20 employees.
- **IADCX Services:** 30,000,000 VND implementation + 5,000,000 VND training.
- **Toolkit Use:** Mobile app for remote work, surveys for feedback.
- **Outcomes:** 18% satisfaction increase, 15% turnover reduction, 250% ROI in 6 months.

6 Maximizing Employee Experience with Zoho People Plus and IADCX

- **Personalize Journeys:** Use AI for tailored training; IADCX customizes for 20% better engagement.
- **Foster Collaboration:** Integrate feedback tools; IADCX ensures 95% compliance.
- **Measure Impact:** Analytics for ROI; IADCX audits yield 30% efficiency gains.
- **Scale Sustainably:** Flexible for growth; IADCX support costs 20% less.

7 Conclusion

Zoho People Plus empowers exceptional employee experiences through self-service, AI, and integrations. IADCX's HR services and domain expertise in ASEAN ensure customized, efficient implementations with quantifiable benefits like 300% ROI. For Vietnamese businesses, this toolkit aligns with digital transformation. Contact IADCX at helpdesk@iadcx.com or visit www.iadcx.com.

Tài liệu

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