



Revolutionizing HR in Higher Education: A 3-Step Approach

Delivering an exceptional employee experience is just as critical as supporting students for today's higher education institutions. This step-by-step framework demonstrates how to enhance employee services utilizing Salesforce Service Cloud, Experience Cloud, and Agentforce.



Crawl: HR Service & Case Management



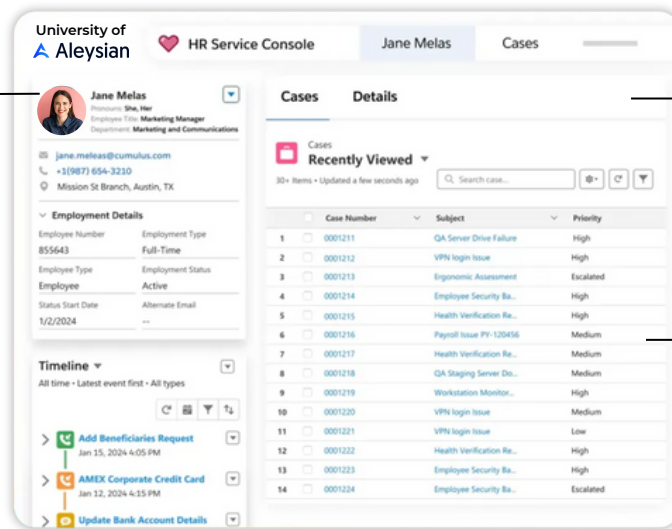
Service Cloud

With Service Cloud, you can manage your institution's services cases and knowledge all within one centralized platform.

Single source of truth for most relevant employee information

58%

of agents at underperforming organizations toggle between multiple screens to find what they need*



Centralized case tracking

Built-in AI, productivity tools, and knowledge



Walk: Self-Service Portals & Proactive HR Communications



Experience Cloud



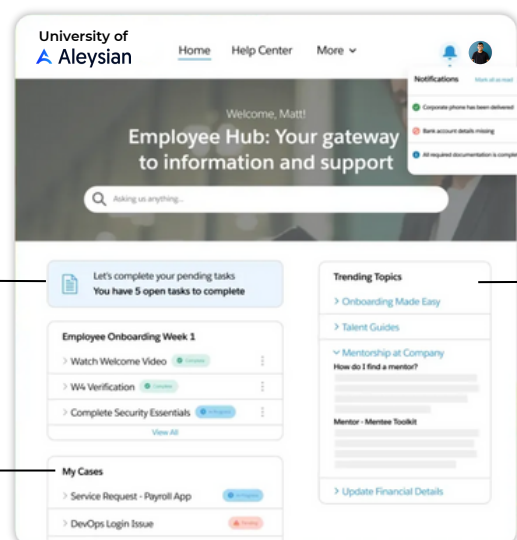
Service Cloud

Experience Cloud allows you to have an employee self-service portal to provide helpful support articles and solve employee issues quicker.

Automate common service requests (ex. adding a beneficiary).

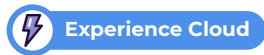
Surface relevant content, recommend business processes, and suggest next best steps to help employees resolve issues more efficiently.

Dynamic forms for case creation and a smart case routing system.



54%

of customer issues are solved by self-service at organizations that use it*

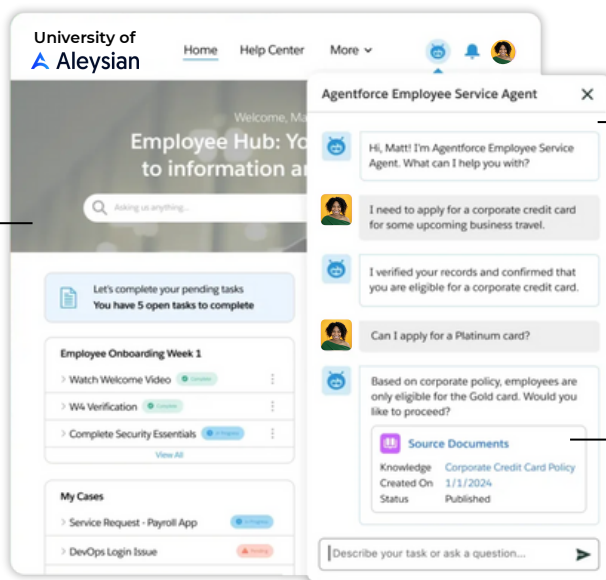


Autonomously and efficiently provide employee support with Agentforce. Agents utilize necessary business knowledge to answer questions and perform tasks.

Use AI agents to execute HR processes and requests (ex. check PTO balance)

9 in 10

organizations with AI report cost and time savings*



Autonomously take action on employee-facing support tasks

Accurate and natural responses grounded in trusted data

**Salesforce State of Service Survey*

? Interested But Unsure of the Next Step?

At Aleysian, our deep understanding of higher education's unique challenges and opportunities positions us as leaders in digital strategy and implementation. We deliver solutions that are not just effective but transformative.

Our team are experts at meeting you where you're at. Not sure where to start in the process? Let us help you assess your institution's current state through our Readiness Workshop. We view our relationship with each institution as a partnership, working closely to understand your goals and crafting tailored solutions to meet your specific needs.

Spearheaded by Dr. Tyler Gayheart. Our team specializes in bringing innovative digital transformation solutions to the public sector and higher education, leveraging powerful platforms like Salesforce to unlock new possibilities for student engagement, administrative efficiency and institutional success.



Tyler Gayheart, Ph.D.
Partner, Public Sector & Higher Ed

Bringing over a decade and a half of expertise in higher education to Aleysian, Dr. Tyler Gayheart is an innovative leader in the fields of digital transformation and educational technology.