



The state of employee requests in the on-demand workplace

Companies using Spoke give their employees fast, convenient access to knowledge and support. In this report, we've compiled trends and insights based on aggregated, anonymized data from the Spoke platform. Conclusions are based on request data from hundreds of organizations across a variety of industries over the last 12 months.

Welcome to the on-demand workplace

How often do you go channel-surfing vs. picking from Netflix or Hulu? Or when was the last time you called a restaurant for delivery, instead of opening Doordash or Uber Eats? When's the last time you went to the *mall*?

The reason behind this unprecedented growth in on-demand consumption?

We like on-demand.

Think about the process of ordering an Uber; when you're ready, you click a button. No scheduling. No standing in the middle of the street hoping a cab driver will stop. You choose the type of ride you want. And you know where the Uber is on its way to pick you up, and when you need to go to the door.

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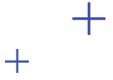
It's the same with restaurants. It's the same with shopping.

Employees are now demanding the same convenience in the workplace. Except it's not about immediate access to goods and services. It's about their desire for convenience, personalization, and immediate access to internal knowledge and support.

A crop of new tools are satisfying this blossoming demand. Slack gives employees a curated view of their workplace, and immediate access to co-workers—no more emails; internal voicemails are jurassic. More and more companies are moving to flexible hours and remote working, enabled by video solutions like Zoom.

[Here's an early look into what employees ask for.](#)

How Spoke works



1 An employee has a **question** or a **service request**



Where can I see my paystubs?

2 They ask using...



3 Spoke gives the right answer with **no human intervention**



I found this:



BambooHR
View and update payroll information



Thanks!

...or assigns it to the right team and person



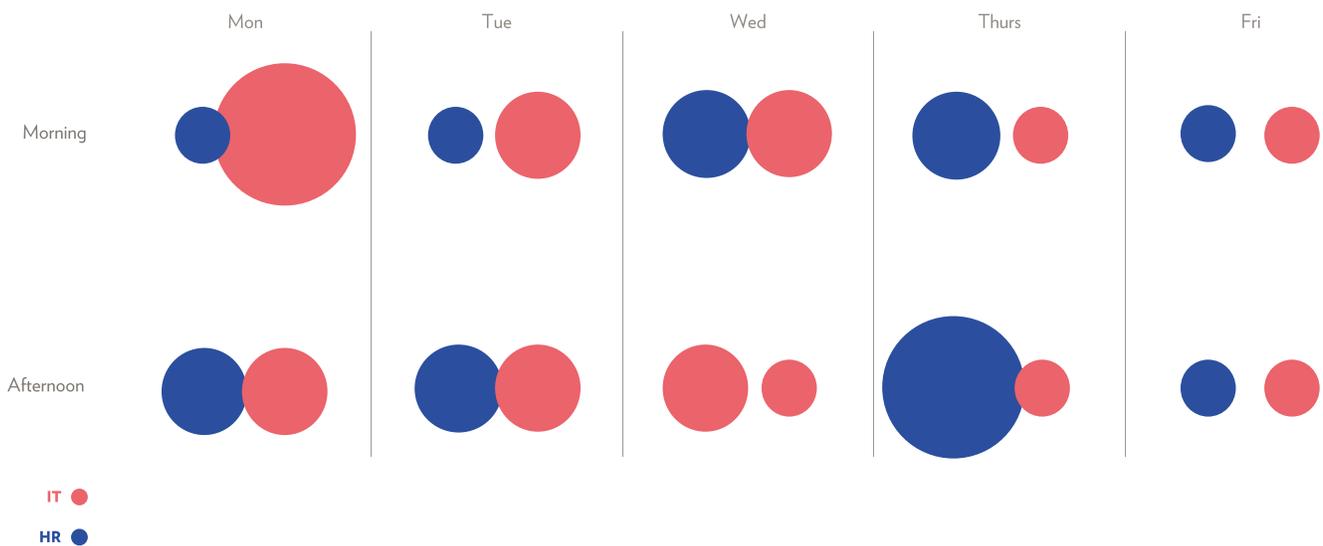
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👤 assigned to **David**

4 Their question & your answer helps Spoke learn 🎉



When do people make requests?



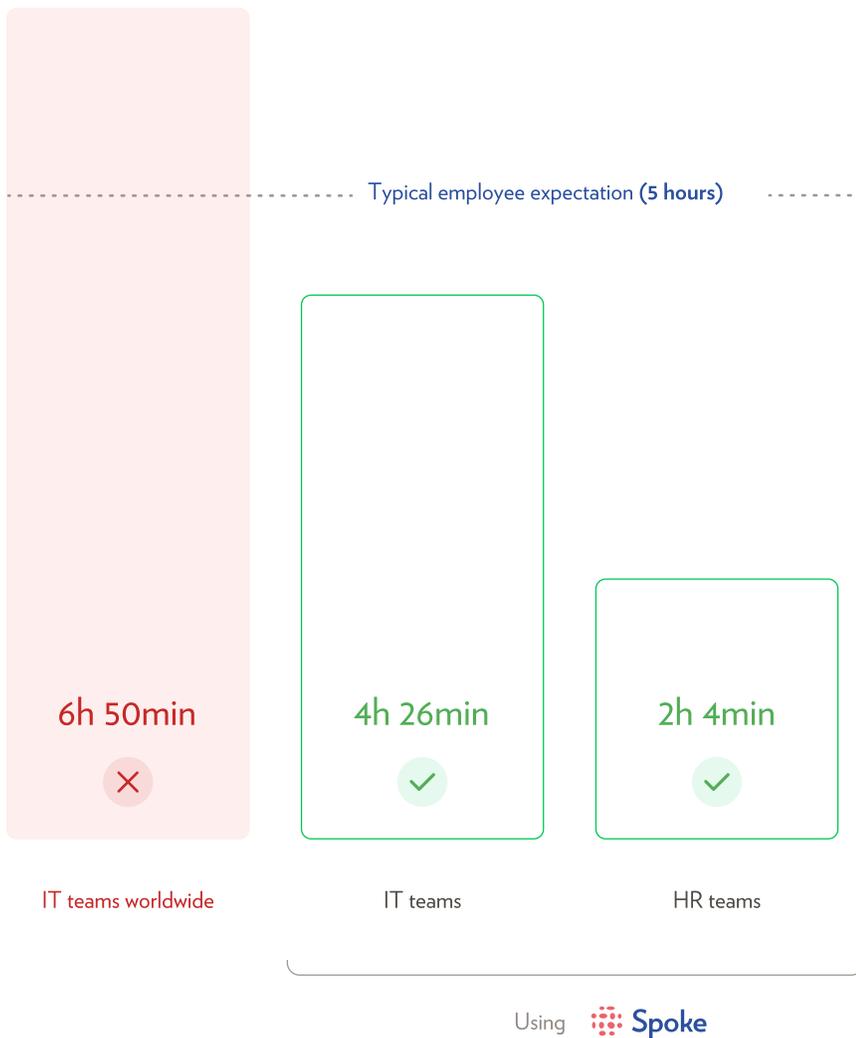
IT requests peak on Monday/Tuesday and taper off during the week. In contrast, HR requests peak later in the week on Thursday.

Similarly, during the day, IT requests peak in the morning at 10am. In contrast, HR requests peak in the afternoon at 1pm.



Faster is better

In a recent survey of hundreds of IT service desks, the median amount of time it took to resolve a request was six hours and 50 minutes. The same data shows that the faster response times are, the happier your end users are.



Automation is key

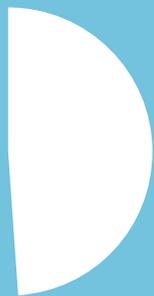
Today's employees really appreciate getting easy answers on demand, while working with efficient HR and IT teams on the more complicated requests.



29% of all requests are repetitive



15% are *word-for-word* the same



49% of HR requests are repetitive



14.5% of IT requests are repetitive



Quick stats



The 80–20 rule

80% of requests come from 18.6% of employees



When given the option, people will submit **70%** of their requests through Slack.



One in every four HR requests is about money.



IT teams get **twice as many** requests about hardware as they do about software.

Top 10 IT keywords

- 1 access
- 2 email
- 3 password
- 4 wifi
- 5 laptop
- 6 phone
- 7 printer
- 8 monitor
- 9 slack
- 10 google

Top 10 HR keywords

- 1 benefits
- 2 new employee
- 3 insurance
- 4 holiday
- 5 401K
- 6 time card
- 7 policy
- 8 pto
- 9 paystub
- 10 expense



Spoke was built from the ground up to power the on-demand workplace and deliver immediate access to knowledge and support. Spoke's A.I. answers the repetitive questions (more than half of all requests in some cases) — so support teams can focus on people. Spoke curates today's fragmented content landscape to provide a unique company knowledge base. Inside of Spoke, support teams get detailed, categorized context about the specific nature of each request and its origin, and as a result, spend 80% less time per actual ticket.

Ready to give your employee access to the on-demand workplace? Get started today:
www.askspoke.com