ASKCENTRAL

3 of 7

Your HR policies, answered for every employee

AskCentral answers employees' HR questions from your own policies, in their language, on any phone. Then it shows HR which answer to write next, so the same questions stop coming back.

THE PROBLEM

Every day HR answers the same questions: when is pay day, how many days can I work from home, what can I claim. Each one is small. Together they eat hours that HR does not have.

Employees on shifts, on site or after hours often cannot reach HR at all, so they wait, guess, or ask a colleague who may be wrong.

3.6

HR questions per employee, every month, and 36% of employees wait a full day or more for an answer

Source: Applaud, State of HR Service Report 2026 (survey of 1,000 employees, UK)

DETECT FIRST, THEN REDUCE

1 DETECTS

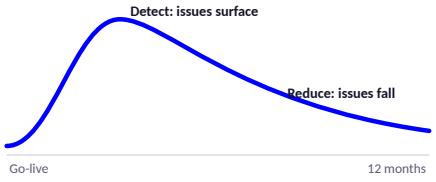
The questions asked most, and the gaps

Every question is grouped by topic, so HR sees what people ask and what the policies do not cover.

2 REDUCES

HR tickets and repeat questions

Each answer HR writes once is reused, so the same question stops reaching HR.



Curve is illustrative: hidden issues become visible first, then fall as the causes are fixed.

HOW A QUESTION FLOWS

STEP 1

Employee asks

Any phone, any language, any time. No app to install.

→

STEP 2

Checks, in order

Your HR rules first, then approved answers, then your policy documents.

→

STEP 3

Answers or hands over

Answers with the source, asks which one, or sends it to HR, privately if personal.

→

STEP 4

HR saves the answer

Next time the same question comes in, AskCentral answers it.

Six ways it takes the load off HR

AskCentral works like a well-trained HR assistant that never goes off shift, and never answers beyond what HR has approved.

FEATURE 01
Answers

DOES	Answers HR questions from your own documents.
HOW	Uses your HR rules, approved answers and policy documents, and shows the document and page it came from.
YOU DECIDE	HR approves the sources it may use.
YOU GET	Instant, consistent answers employees can check.

FEATURE 02
Asks

DOES	Clarifies unclear questions.
HOW	Asks one quick question with options to tap. Two at most, never a quiz.
YOU DECIDE	Nothing. Employees tap an option.
YOU GET	The right answer first time.

FEATURE 03
Hands over

DOES	Knows when a person is needed.
HOW	Sends the question to HR when it cannot answer, and privately when the matter is personal.
YOU DECIDE	HR replies, and can save the reply for next time.
YOU GET	No employee left without an answer.

FEATURE 04
Learns

DOES	Finds the gaps in your policies.
HOW	Groups unanswered questions by topic and shows exactly which answer to write next.
YOU DECIDE	HR writes the answer once.
YOU GET	Fewer repeat questions every month.

FEATURE 05
Response rules

DOES	Lets HR control sensitive topics.
HOW	For any topic, use your exact wording, or always send it to HR.
YOU DECIDE	HR sets the rule and tests it before staff see it.
YOU GET	Sensitive answers always on message.

FEATURE 06
HR console

DOES	Shows HR what needs attention.
HOW	Pages for Today, Reduction, Topics, Gaps, People and Rules, each answering one question.
YOU DECIDE	HR picks what to act on.
YOU GET	Proof that HR's workload is going down.

English, Mandarin, Malay, Tamil and Singlish

Every employee, every shift, on any phone. Staff sign in with an email code or a QR code.

See it working

One question, from a night shift to a smaller HR inbox.

11:40pm A night-shift employee asks in Malay how many days she can work from home.

11:40pm AskCentral answers in Malay: **up to 2 days a week**, and shows the policy page it came from.

Tue 9:10am Another employee asks whether a phone bill can be claimed. No document covers it, so AskCentral **sends the question to HR**.

Tue 11:00am HR replies and **saves the answer**. It is now part of what AskCentral knows.

Next week Three more employees ask the same question. Each gets the answer at once. None reaches HR.

Month end The Reduction page shows repeat questions falling, and the Gaps page shows what to write next.

Illustrative example.

BEFORE AND AFTER

	TODAY	WITH ASKCENTRAL
Who answers	HR, one message at a time	**AskCentral, at once, with the source**
When	Office hours	**Any time, on any phone**
Language	Mostly English	**English, Mandarin, Malay, Tamil, Singlish**
Repeat questions	Answered again and again	**Answered once, then reused**
What to fix	Guesswork	**The Gaps page shows what to write next**

BUILT TO BE TRUSTED

Accurate

Only your documents and approved answers. If it is not sure, it says so and offers HR. It never works out pay or tax.

Private

NRIC, phone and bank numbers are removed. Personal matters go privately to HR, never into reports. Built for PDPA and GDPR.

HR stays in control

HR sets response rules, topics, languages and chat retention, and can try a question before staff see the answer.

Your own workspace, set up from your handbook and policies. Live for all employees in about four weeks.

Start here

Live in about four weeks

Start from the handbook and policies you already have. HR tests the answers before any employee sees them.

1

Share your policies

Your employee handbook, policy documents and the questions HR hears most.

2

Set up and test

We set up your workspace. HR tries real questions and sets response rules.

3

Launch to staff

Employees sign in on their phones with an email code or a QR code.

QUESTIONS CLIENTS ASK

Do employees need an app?

No. It works in the phone's browser. Staff sign in with an email code or a QR code.

What if it gets something wrong?

It only uses your documents and approved answers. When unsure, it says so and offers HR.

What about personal questions?

They go privately to HR, and are never shown in reports.

Can HR see what is being asked?

Yes. The console shows topics, gaps and whether HR's workload is falling.

People Central
peoplecentral.co

TALK TO US
business@peoplecentral.co
+65 8590 6183

CUSTOMER SUPPORT
support@peoplecentral.co
+65 6978 5909

Source: Applaud, The 2026 State of HR Service Report (survey of 1,000 employees in UK organisations). Figures as of November 2026.