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JUNE 9-11, 2024 | LAS VEGAS

Session Title:
Employment Dispute Resolution
For The Digital Age

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accenture

HELLO PEGA WORLD

Euquin Tan
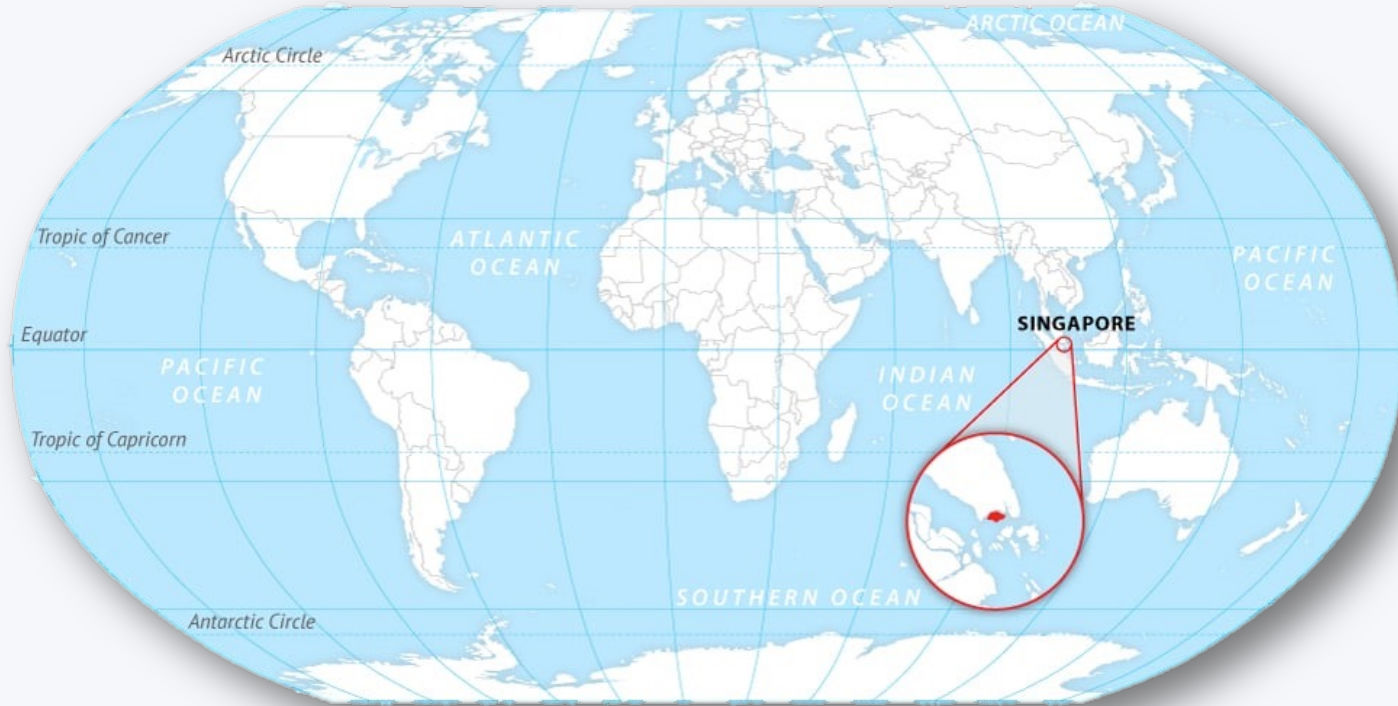Accenture
Pega Centre of Excellence (CoE) Lead

Agenda

- Introduction
- Paradigm Shift in Employment Dispute Resolution
- Vision for the Future
- Transformative Journey with Accenture
- Innovation Approach for Online Dispute Resolution
- Impact Delivered
- Q&A

Introduction to Singapore
The Little Red Dot

Paradigm Shift in Employment Dispute Resolution

Paradigm Shift in Employment Dispute Resolution

With an average of >900 employment dispute cases lodged per month; a shift is required.

Old Paradigm: Manual & Cumbersome

- **Manual** and **error-prone** claim filing process requiring **officer intervention**.

- **Lengthy** & **resource intensive** mediation processes.

Emerging Needs

- Singapore's workforce became more **digitally adept** as the **volume of disputes rose**. In 2023, employment disputes increased by 26%.

- Increasing **complexity** in handling employment disputes.

- The need for conducive environment for both parties to negotiate in a peaceful amicable environment.

- **Proactivity** required to **prevent** employment conflicts.

PW iN 24

Paradigm Shift in Employment Dispute Resolution

In response to the paradigm shift, the following features support thriving in the digital era:

Self service platform integrated with AI-driven chatbots

Rule-based triaging and facilitation of mediation in a professional online environment
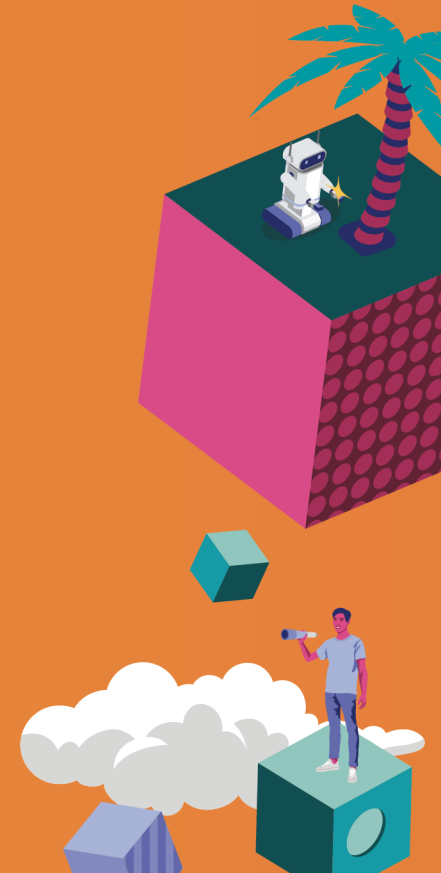
Asynchronous chat with sentiment analysis

Proactive conflict prevention

Vision For The Future

Vision For The Future

Imagine if...

You could better understand your customers to resolve disputes rapidly

Gen AI drives unparalleled adaptability and responsiveness, transforming how disputes are resolved by anticipating customer / officer needs and streamlining processes.

Customers could self help by talking to an AI chatbot

Advanced AI chatbot mimics human interactions, providing a seamless and intuitive user experience that feels as natural as talking to a human mediator.

Every officer was your best officer

Empower your officers with AI that delivers context-driven prompts, ensuring they have all the information needed at their fingertips for informed decision-making.

You could handle all types of complex case with reduced difficulty

Usher in a new era of dynamic, AI-powered decision-making that adapts to complex case specifics, offering tailored dispute resolution strategies.

Vision For The Future

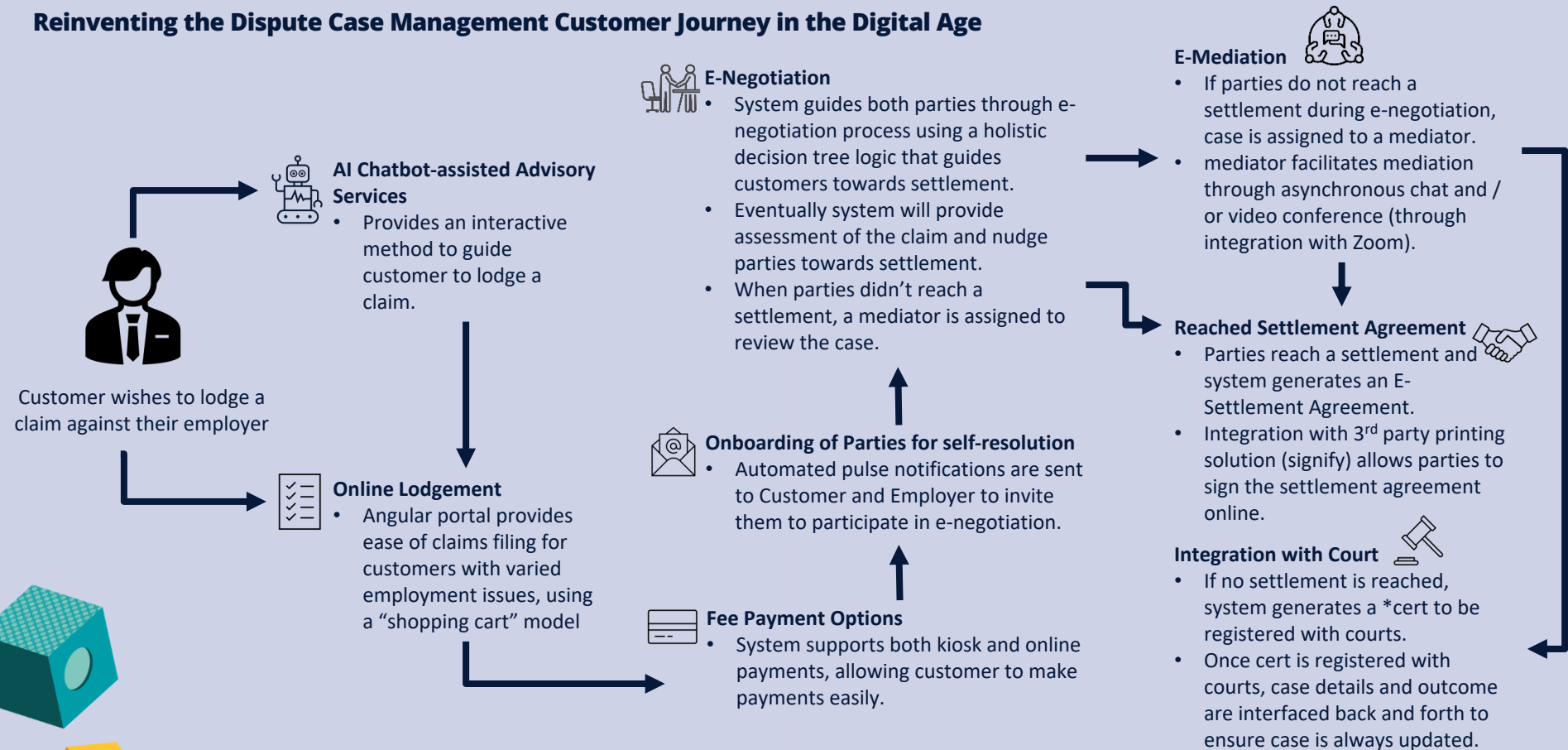| No AI / Automation	Basic Automation	Guided Processing	Partial Optimisation	Self Optimising	Fully Autonomous Dispute Resolution Service
Always requires officer intervention	Customers to self service to enter mediation and settlement flows	Dynamic workflow from decision-based triaging	Partially automate many customer journeys with external systems integration	GenAI to fully automate many customer journeys	

MANUAL → **AUTONOMOUS**

Transformation Journey With Accenture

Transformation Journey (1/2)

Reinventing the Dispute Case Management Customer Journey in the Digital Age

AI Chatbot-assisted Advisory Services
- Provides an interactive method to guide customer to lodge a claim.

Customer wishes to lodge a claim against their employer

Online Lodgement
- Angular portal provides ease of claims filing for customers with varied employment issues, using a "shopping cart" model

Fee Payment Options
- System supports both kiosk and online payments, allowing customer to make payments easily.

Onboarding of Parties for self-resolution
- Automated pulse notifications are sent to Customer and Employer to invite them to participate in e-negotiation.

E-Negotiation
- System guides both parties through e-negotiation process using a holistic decision tree logic that guides customers towards settlement.
- Eventually system will provide assessment of the claim and nudge parties towards settlement.
- When parties didn't reach a settlement, a mediator is assigned to review the case.

E-Mediation
- If parties do not reach a settlement during e-negotiation, case is assigned to a mediator.
- mediator facilitates mediation through asynchronous chat and / or video conference (through integration with Zoom).

Reached Settlement Agreement
- Parties reach a settlement and system generates an E-Settlement Agreement.
- Integration with 3rd party printing solution (signify) allows parties to sign the settlement agreement online.

Integration with Court
- If no settlement is reached, system generates a *cert to be registered with courts.
- Once cert is registered with courts, case details and outcome are interfaced back and forth to ensure case is always updated.

Transformation Journey (2/2)

Reinventing the Dispute Case Management Customer Journey in the Digital Age

Payment successfully made
- Employer makes full payment to customer.
- Case is resolved and automated pulse notifications are sent out to parties to inform them that case has been concluded.

Automated Payment Monitoring Flow
- Payment monitoring case tracks payments between employer and customer.
- Automated Notifications via multiple modes (SMS, Email, hardcopy letter) are sent to parties to ensure payments are made in a timely manner.

Settlement is reached from E-Nego / Settlement Agreement / Court Order.

Payment is defaulted
- Case is routed to a payment officer to investigate.

This enhanced customer journey marks a significant transformation, bringing us closer to our vision of **seamless**, **efficient** and more **independent** dispute resolution in the digital age.

Transformation Journey

With Pega at its core case management, the below are additional technical features that support the customer journey...

Low code case management platform
Use of **Pega's Out-of-the-box (OOTB) functions** to build a dynamic employment dispute workflow.

Integration with external systems

Kiosk	Zoom	Google Chatbot	Signify
CPG	AWS	Singpass / Corpass	
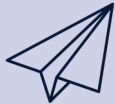
Pulse notifications (Automated emails / SMS & bell notifications)
Automated notifications automatically generated to keep parties updated on the case.

Insights & Personal Dashboard
Personalised dashboard for officers with charts to monitor case insights.

Pega DX API
Use of Pega's DX API to integrate with angular portals.

E-Calculators
E-calculators in ChatBot and Online Dispute Resolution (ODR) to guide computation of claim amount

Challenges Onboarding Stakeholders Onto This Journey

Stakeholders Involved

Internal Officers

Total of **400** Officers; 7 types of Officers involved like Mediators, Payment Officers etc.

Members of the Public

490,000 Employers, **3.3M** Employees and various Unions

Partners

External Stakeholders

Training sessions conducted for Officers to adopt new system

Comprehensive Quick Reference Guides available to the public

Innovation Approach for Online Dispute Resolution

Innovation Approach for Online Dispute Resolution

Overview of the dispute case management process which includes key features utilising Pega and additional technologies...

Lodgement

Claim Lodgement

Claimant lodges employment or dismissal claim

e-Nego

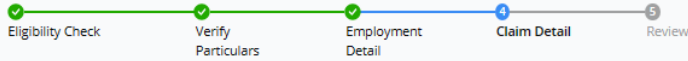*If unresolved / >5 days, claim is routed to mediation*

Mediation

Generate cert referral/ agreement

Payment Monitoring

Key Features of Claims Filing
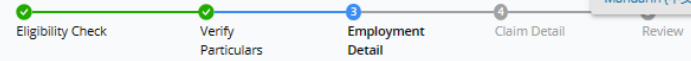
- **Claims form is available in 5 languages (English, Bengali, Malay, Tamil and Mandarin), increasing accessibility to non-English speaking workers**

Submit a Claim

Eligibility Check — Verify Particulars — Employment Detail — 4 Claim Detail — 5 Review

✓ Claim Item 1 - Payment of Salary

Dispute Type
Employment Claim

Claim Item
Payment of Salary

Claim Period

Start of Claim Period
01 May 2024

End of Claim Period
07 May 2024

Claim Calculator

Have you received part payment for the period of claim?
○ Yes ● No

🧮 **Claims Calculator**

- **Inbuilt e-Calculators increases accuracy of claims filed and prepares case for the next stages (e-Negotiation and Mediation)**

ℹ Please check Full Month where applicable.

Year	Month	Full Month	Total Number of Days Claimed	Full Amount	Received	Claim Amount
2024	May	☑	23	$5,000.00	$ 0.00	$5,000.00

Calculate

Total $5,000.00

English
Bengali (বাংলা)
Malay (Melayu)
Tamil (தமிழ்)
Mandarin (中文)

Home > Employment Dispute TADM-2024-1

Submit a Claim

Eligibility Check — Verify Particulars — 3 Employment Detail — 4 Claim Detail — Review

雇佣详情

雇佣类型
Select...

职业

职位类别
Non-PME (Professionals, Managers and Executives)

每周平均工作天数
Select...

基本薪金
$ 5,000.00

率
Per month

雇佣开始日期
01 Mar 2023

您是否仍在就业中？
● Yes ○ No

您是否有书面的雇佣合约/关键雇佣条例（KET）？
○ Yes ○ No

现在是您的通知期吗？
○ Yes ○ No

您是否每个月都有收到薪金单？
○ Yes ○ No

您的薪金是否是电子支付的？
○ Yes ○ No

Key Features of E-Negotiation

e-Negotiation Summary
01 August, 2023 3:07:14 PM

Claim Resolution Status   1/2   Agreed Amount (To Date)   **$692.31**

Claim Items

🕐 e-Negotiation History   📄 Claim Lodgement Details

> Claim Item 1 - Payment of Salary   CLAIM D...

> Claim Item 2 - Non/short Payment of Salary while on Sick Leave   CLAIM R...

⊘ Withdrawal of Claims

E-Negotiation Summary

- **Claim Resolution Status and Agreed Amount (To Date) will be automatically updated as e-Negotiation progresses.**

- **The Claim Resolution Status bar reflects the number of Claim Item(s) resolved.**

Scenario-based Negotiation

- **6 scenario-based negotiations topics (Salary, Salary in Lieu of Notice, Overtime, Annual Leave, Rest Day and Public Holiday) cover >80% of claims today**

Employment Dispute

ℹ **Respond to e-Negotiation**

[Respond]

Case Summary

Case status	eNego - Pending Respondent
Lodgement Date	**01-Aug-2023**
Last update	**01-Aug-2023**
Case Ref No	**EC-2023-242031**
Claimant	**Mr James Ng (Sxxxx273G)**
Total Claim Amount	**$6,692.31**
Respondent	**786 BRAND TRADING - Ms Mary Chia**

Case Overview

● Current Stage
e-Negotiation

01 Aug 2023

You have about 1 week to negotiate a private settlement. If you can do so, you will save about 8 weeks of mediation time.

↗ Introduction to e-

Key Features of E-Negotiation

My Response

○ Accept

● Counter Offer / Dispute

Response selected is "Counter Offer / Dispute"

⊖ Grounds of Dispute - 1

Grounds Of Disagreement

Deductions

Salary was deducted as the employee was absent from work without medical leave

Salary was deducted as the employee was absent from work without authorised leave

Salary was deducted for damage or loss to company's property

Grounds Of Disagreement

Salary was deducted as the employee was absent from ...

Amount of Deduction

$

The Respondent can also fill in a Counter-Offer amount

Counter-Offer Amount

$

▣ Calculator Tool

Reasons for Counter-Offer Amount

(500 characters left)

Inbuilt Calculators

- **Inbuilt e-Calculators increase accuracy of claims amount indicated by Claimant & Respondent, allowing for settlement on a rightful amount base on the Employment Act Formula**

Scenario-based Negotiation

- **6 scenario-based negotiations topics (Salary, Salary in Lieu of Notice, Overtime, Annual Leave, Rest Day and Public Holiday) cover >80% of claims today**

AI Sentiment Analytics

- **Negative sentiments will automatically trigger advice to the parties to keep their conversations civil, rephrase negative conversations and to focus on claims resolution**

Help us improve

Key Features of E-Negotiation

If you have other claim item(s) you have not accepted, system will prompt you to settle them

Claimant has submitted a claim of $6,000.00.

My Response

◉ Accept

○ Counter Offer / Dispute

⚠ **Advice based on your scenario**

Please settle the other remaining claim items.

Nudges to Settlements

- **System advice on how to objectively resolve claims nudges Claimant & Respondent towards resolution**

Supporting Document(s)

To refer to other documents uploaded before e-Negotiation, please go to the previous page "Case Overview".
⚠ *No supporting document(s) uploaded.*

⬆ Upload Files

JPG, PNG, JPEG, PDF, DOCX, XLSX, CSV, MSG, PPT, PPTX, TXT, MP3, WMA, M4A, WAV, MP4, WMV, MPEG only.

Help us improve

Key Features of Mediation

Key Features of Mediation

Home > Employment Dispute EC-2023-195113 >

Employment Dispute

Help us improve

ℹ **Participate in Mediation Discussion**
Please participate in the Mediation Discussion with the assigned Mediator.

Join

Case Summary

Work status   Mediation in progress

Home > Employment Dispute EC-2023-195113 >

Mediation Discussion

● **Visible to All Parties** ──────────────────────

KE **Kenny**
Mediator | 24 May 2023, 21:05

Dear Claimant, I am the officer in charge of handling your case. We will be using this chat for communication purposes.

Email Thread.msg   View

💬 0 Comment(s)

TA   Add a comment..

AI Sentiment Analytics

- **Negative sentiments will automatically trigger advice to the parties to keep their conversations civil, rephrase negative conversations and to focus on the mediation process.**

Document(s)

⚠ *No supporting document(s) uploaded.*

⬆ **Upload Files**

JPG, PNG, JPEG, PDF, DOCX, XLSX, CSV, MSG, PPT, PPTX, TXT, MP3, WMA, M4A, WAV, MP4, WMV, MPEG only.

Each file size must not exceed 5MB.

Help us improve

Key Features of Mediation

Mediator Dashboard

Upcoming Meetings

Mediation - Not Started

[Start Meeting]

4 Jul 2023 1:45 PM - 2:00 PM
| UAT ROOM 1
Mode: Hybrid | Group: No

Checked in:
0/2
Pending: 2/2

Mediation - Not Started

[Start Meeting]

4 Jul 2023 5:00 PM - 6:00 PM
Mode: Online | Group: No

E-Mediation with Zoom

- Zoom integration allows for officers to set up meetings via video conferencing.
- Reduces the time required for parties to travel down for a face-to-face meeting.

M My Worklist 533

Officer to click on "Start Meeting" to start the zoom meeting or start the meeting on Zoom

Home > Claim and Dispute TADM-2023-191024: #EC-2023-193065 >

Appointment Details

Appointment Details

Case Status	Pending-Appointment
Case Ref Id	
Appointment Title	e-Mediation
Appointment Purpose	External
Appointment Type	Mediation
Meeting Type	Video Conference
Location	
Appointment Date/Time	01 Jun 2023 12:30 PM - 1:30 PM

Back to Main Case

Zoom Meeting - Host

01 Jun 2023 12:30 PM - 1:30 PM

[Join Meeting]

or

↗ Start Meeting on Zoom

Help us improve

Customer to click on "Join Meeting" to start the zoom meeting or start the meeting on Zoom

Key Features of Mediation

Settlement Agreement

Generate Settlement Agreement

- **Generation of pdf document allows for settlement agreement to be easily edited and generated.**

DR-2023-193030
Dispute Resolution

Edit   Actions ▾

Priority
100

Status   Pending Mediation Conclusion

Created   Agent(System-Queue-ServiceLevel.ProcessEvent) 3 hours ago

Updated   Martha 18 minutes ago

Details

Conversations

Claim Items

Related Cases

Heads of Claim *
First Schedule (Non-statutory)

Heads of Claim (First Schedule) *
Salary

Claim Item Outcome

Claim Item Outcome *
Settlement Agreement Signed

Claim Item Amount

Claimable Amount
$5,000.00

Verified Amount ($) *

Settled Amount *
$ 3,000.00

"Preview Document" to generate the Settlement Agreement

EC-2023-195113
DR-2023-207037
Dispute Resolution

Actions ▾

Status   Pending Mediation Conclusion

Lodgement Date 13 Jun 2023

Last Update   13 Jun 2023 by Agent(System-Queue-ServiceLevel.ProcessEvent)

Case Ref No.   EC-2023-195113

Claimant   James Ng

Claimant Iden Type   NRIC

Claimant Iden No   S9992273G

Claimant Type   LW

Respondent   LS 2 SERVICES PTE LTD

Claim Items   Payment of Salary

Total Claim Amount $4,500.00

Generated Settlement Agreement

Preview Document

Document name	Date/Time of Generation
EC-2023-195113_SettlementAgreement_17052023_043145.pdf	17 May 2023 04:31 PM

Cancel   Save   Continue

The Dispute Resolution case type does not yet have any fields defined.

Click to download the Settlement Agreement

Click on "Continue" to proceed with signing of Settlement Agreement

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Key Features of Mediation

Settlement Agreement – E-Signing using NDI / Singpass

Sign this document by 12 April 2024. After this date, the document will be unavailable.

FOR ELECTRONIC SIGNING OF SETTLEMENT AGREEMENT

Party A
Name: CR015
NRIC: S5978471D

Party B
Designation: REP
Name: Se
NRIC: S4196597E

Sign

Signature via Singpass authentication   Signature via Singpass authentication

Mediated by Daphne M

Either Party A or Party B can register this settlement agreement with the District Court to be a binding court order. This must be done within 4 weeks after the date on which the settlement agreement is signed by all parties to the settlement agreement.

Check the document reference code in your app before signing

7 4 4 8

Scan with Singpass app
to sign document

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singpass

RE 1 OF 1

Sign this document:

ce your signature

k in the document to place your
ature. To shift the signature, click on the
v location inside the document.

n with Singpass

k on the 'Sign with Singpass' b
n the document.

gn with singpass

FOR ELECTRONIC SIGNING OF SETTLEMENT AGREEMENT

Party A
Name: CR015
NRIC: S5978471D

Party B
Designation: REP
Name: Se
NRIC: S4196597E

Digitally signed with singpass
13 Mar 2024, 4:21:36 PM SGT
Powered by Signify

Digitally signed with singpass
13 Mar 2024, 3:57:18 PM SGT
Powered by Signify

Signature via Singpass authentication   Signature via Singpass authentication

Mediated by Daphne M

E-Signing Capabilities

- **Parties can sign the settlement agreement via signify (a platform for *NDI Signing).**
- **This allows signing of the settlement agreement to be an online process.**

*NDI / Singpass refers to National Digital Identity initiative (NDI) which provides Singaporeans and businesses with more convenient and secure online transactions with both the government and private sector organisations.

Impact Delivered
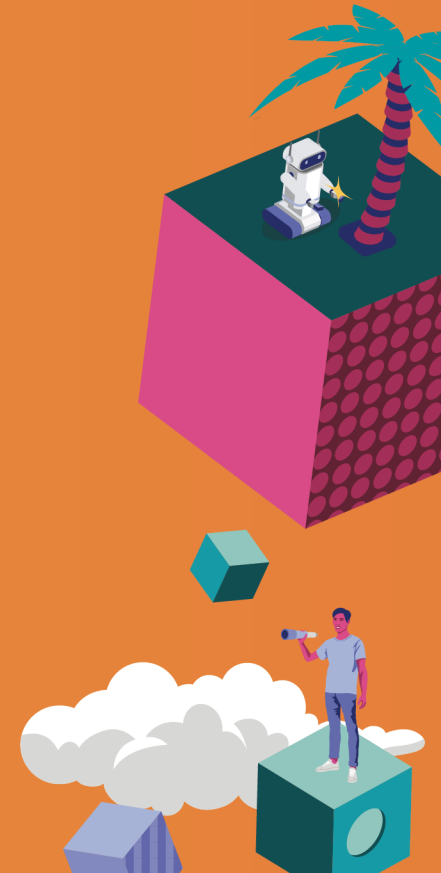
Impact Delivered

Since launching in Aug 2023, System has seen an average of 900 cases lodged each month...

Enhanced Efficiency and Accessibility
500% increase in self-service resolutions via the chatbot.

Time & Cost Savings and Improved Officer Effectiveness
Dramatically reduced the end-to-end processing time of disputes, slashing by 2 to 5 weeks.

77% of the cases are settled before mediation
With the guided officer infuse knowledge the system has successfully guided more than 700 cases to be settled before mediation (i.e., not requiring officer intervention to resolve the dispute).

Increase in Social Inclusion and Impact
Accessible platform with multi-language support which aid in the outreach to non English speaking employees.

Enhance Customer Satisfaction
High rating in customer feedback received.

Broadening Impact Through Agency Onboarding
Successfully onboarded other key agencies onto the dispute resolution platform.

Q&A