



NEWS RELEASE

Paycom's AI-powered Ask Here enhances employee inquiry experience

2025-05-27

OKLAHOMA CITY--(BUSINESS WIRE)-- **Paycom Software, Inc. (NYSE: PAYC) ("Paycom")**, a leading provider of comprehensive, cloud-based human capital management software, has enhanced its **Ask Here** tool, which uses AI to produce answers to employee questions, reducing response times and administrative burdens for organizations.

"Paycom is committed to simplifying administrative tasks for our clients and delivering a superior experience for their employees," said Rachael Gannon, executive vice president of product and development. "Our latest enhancement to Ask Here delivers automated answers to employee questions, which creates significant efficiencies company wide."

A centralized hub for all employee questions, Ask Here powered by AI search instantly answers inquiries by scanning preloaded company policies, documentation and saved responses. Topics can also be preloaded based on common employee questions across departments like accounting, benefits, maintenance, security, community relations and more. For more complex or sensitive inquiries, the software routes the inquiry to the appropriate person in the organization.

With the AI-powered search, businesses can expect benefits such as:

- faster response times to employee questions
- easier management of mass employee inquiries
- standardization of company responses
- easy access to Ask Here through Employee Self-Service®
- reduced employee frustration in finding the right person to ask

- a centralized communication command center

“After enabling this feature, we found it saved valuable time and reduced decision fatigue for our leaders to not have to repeatedly answer many of the common questions we receive daily,” said an HR manager of a multi-location healthcare organization. “It even closes out the inquiry if their issue has been resolved, which is too cool! This is a total game changer for us.”

The Ask Here enhancement also provides businesses with deeper insights into inquiry trends and important topics for employees.

This enhancement further addresses a common challenge among employees. A recent Paycom general population survey of 2,200 U.S.-based full-time employees revealed employees are most likely to need an urgent response from human resources about their paycheck (56%), benefits (54%), time-off requests (32%) and other key issues like performance reviews and investments.

Ask Here’s AI-powered search is part of Paycom’s commitment to offering full-solution automation in a single software. To learn more, visit <https://www.paycom.com/software/ask-here/>.

About Paycom

For over 25 years, **Paycom Software, Inc. (NYSE: PAYC)** has simplified business and employees’ lives through easy-to-use **HR and payroll technology** to empower transparency through direct access to their data. From **onboarding** and **benefits enrollment** to **talent management** and more, Paycom’s employee-first technology leverages full-solution automation to streamline processes, drive efficiencies and give employees power over their own HR information, all in a single app. Paycom’s single database combines all HR and payroll data in one place, providing a seamless and accurate experience without the errors and inefficiencies associated with integrating multiple systems. Recognized globally for its technology and workplace culture, Paycom serves businesses of all sizes in the U.S. and internationally.

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Source: Paycom Software, Inc.