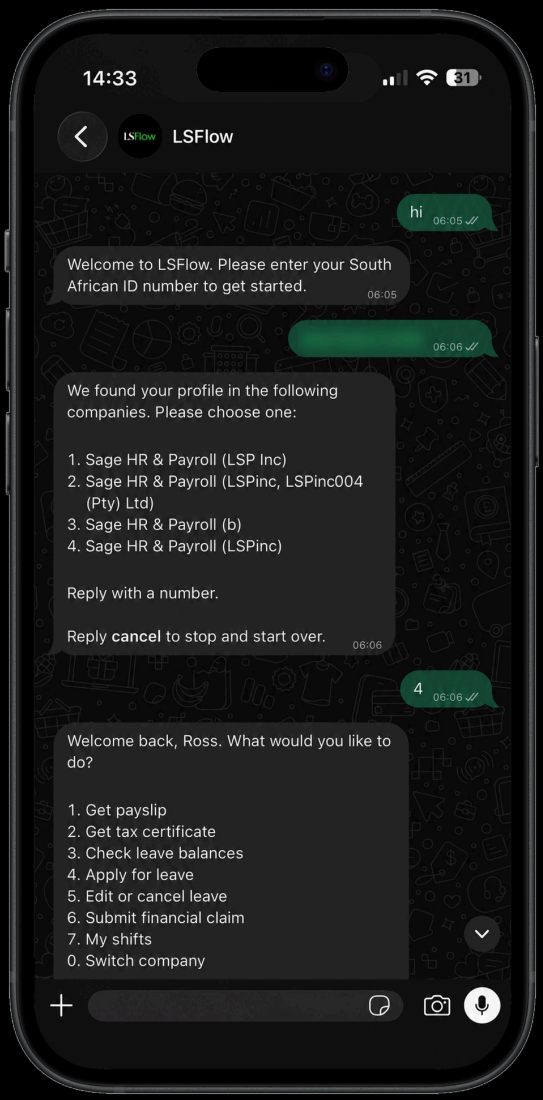
LSFlow

Module 07 / Add-on

WhatsApp, SMS & USSD

Self-service for employees without a smartphone or mobile data. Payslips, leave and shifts on the channels they already use.



Not everyone has a smartphone, or the data to use one.

On many sites a large share of the workforce uses a basic phone, shares a handset, or runs out of data before month end. An app does not reach them, so they still queue at the HR office for a payslip.

LSFlow brings the same self-service to WhatsApp, and to USSD and SMS on any phone. Requests follow the same approval rules and reach the same Sage 300 People records as the app.



WhatsApp

Low-data phones

A guided chat menu. Payslips arrive as a PDF in the conversation.

USSD

Any phone, no data

Dial a short code and follow the numbered menus.

SMS

Any phone

Outcomes and shift lists sent as text messages.

Any phone

From the latest smartphone to a basic feature phone.

No data

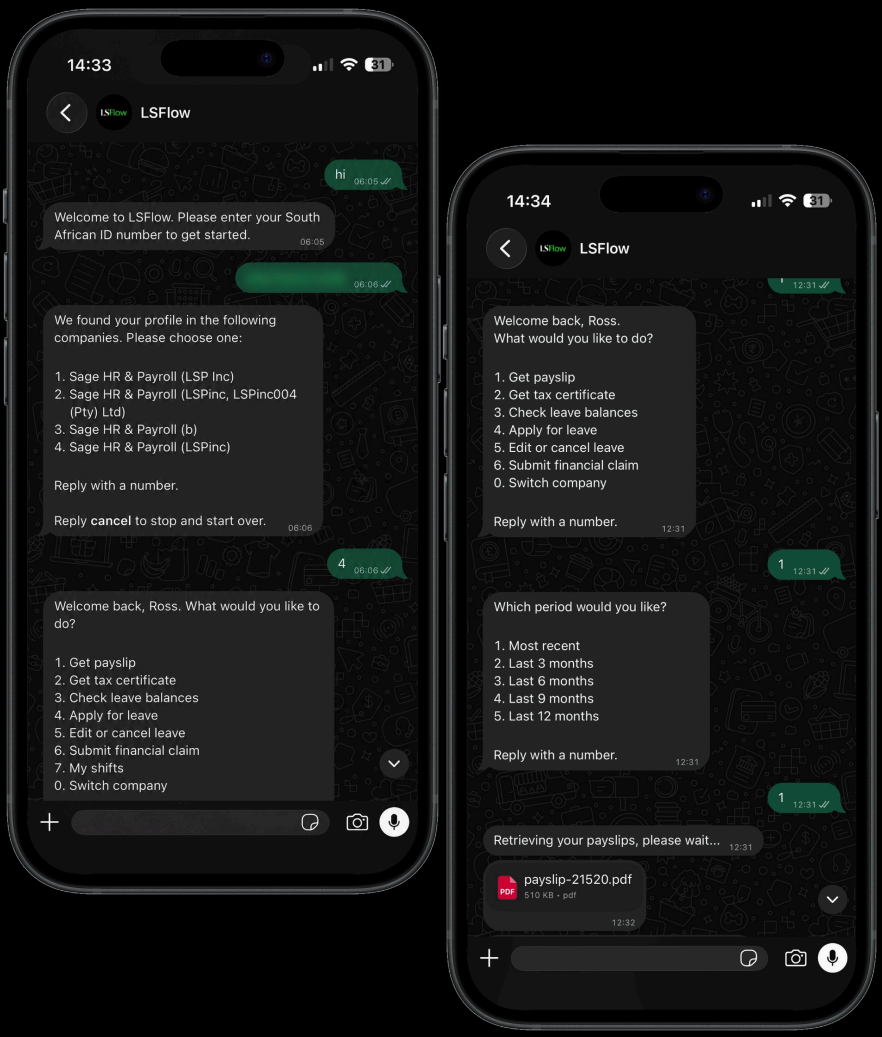
USSD works on the network alone, without airtime or an internet connection.

No app

Nothing to download, nothing to update.

HR in the chat they already use.

Employees message LSFlow on WhatsApp, confirm who they are with their ID number and pick what they need from a short menu.



Payslips and IRP5s

Choose a period, up to 12 months back, and the PDF arrives in the chat.

Leave

Check balances, apply, edit or cancel leave.

Claims

Submit a financial claim from the chat.

Shifts

See upcoming shifts.

More than one employer

Employees on several company payrolls choose which one to act under.

Self-service on any phone.

USSD needs no smartphone and no data. Employees dial the code and reply with a number, the same way they check their airtime.

Leave balances up front

The main menu shows the employee's leave balance as soon as they dial in.

Apply for and manage leave

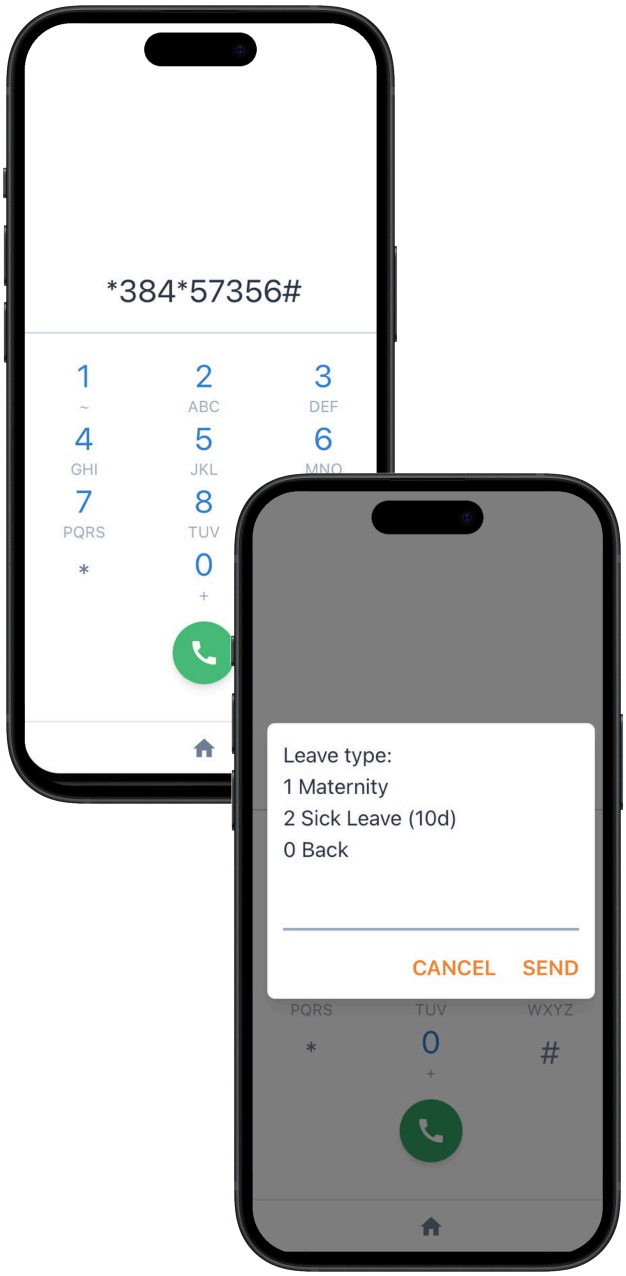
Pick the leave type and dates, confirm, and the manager is notified.

Payslip and IRP5 requests

Documents are sent to the employee's email or a trusted contact. No pay figures appear on screen.

Shifts and call me now

See the next shifts, or ask HR to call back.





You decide who uses what.

Same rules everywhere

Every request follows the approval rules you set for the app.

Registered numbers only

Only cellphone numbers on your employee records can sign in.

Switch on what you need

Enable each channel, and each feature on it, per company.

Reach the employees your app can't.

Add WhatsApp, SMS and USSD to LSFlow Employee Self-Service. Talk to us about a pilot on your site.

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LSFlow