

## Business Challenge

- Assist and Engage the employee base of the company
- Eliminate heaps of routine phone calls and emails
- Enhance employee experience and satisfaction
- Simplify - Applications, form filling and processes
- Increase Employee interaction with personalized engagement

## Solution - AI Powered HR Bot

We implemented an intelligent BOT with chat interface that was equipped with state-of-the-art technical features that included:

- CUSTOM INTEGRATIONS - Integrates with various HRMS, enterprise systems, CRM or any custom data repositories
- SMART LEARNING ABILITIES - Learns from every conversation and keeps augmenting its knowledge base.
- CONTEXT HANDLER - Responds based on the semantic match and the conversational context.
- OMNI CHANNEL INTERFACE - Accessible anytime, anywhere - internal portal, website, social media messaging channels.

These features enable the BOT to seamlessly interact with users in natural language and instantaneously answer their questions with regards to onboarding, leaves, payslips, calendar, and all things HR.

## Results:

The employees can get smart, instantaneous and personalized responses to any number of queries, by simply asking the BOT.

- At least 20% reduction in the tactical workload of HR team
- Improved Employee Productivity - By automating query resolution with swift, accurate answers for the most commonly asked questions.
- Improved Efficiency - By freeing up HR professionals to focus on complex tasks that require in-depth expertise.
- Cost savings - Stopped wasting personnel time on everyday admin grunt work and helped them focus on the big picture.
- Improved Employee Satisfaction - AI HR chatbot is reliable as clockwork, and delivers value in terms of user delight with 24/7 HR support.
- Helped craft seamless and personalized employee experiences by providing personalized assistance throughout the employee lifecycle.

This conversation-based system served as a single point-of-contact for everything HR, enabling the enterprise to engage in human-like, meaningful, personalized, two-way conversations with several thousand employees, and eliminating the need for multiple systems and human teams to operate simultaneously.

## ABOUT CLIENT

A global healthcare tech giant that creates breakthrough products - in diagnostics, medical devices, nutrition and branded generic pharmaceuticals. Today, 103,000 of its employees are working to make a lasting impact on health in more than 160 countries.

The company has created a social impact with access to healthcare, community engagement, and science education. It has been driving positive economic, social and environmental impact through business and has been named the global Industry Leader in Healthcare Equipment and Supplies for six consecutive years for strong environmental, economic, social performance.

## ABOUT SMARTBOTS

SmartBots is an AI/ML based intelligence platform with pre -configured tools and AI and ML based rules engine that enables large corporates to create sophisticated conversational bots to automate and streamline activities, improve enterprise productivity, and boost employee and customer engagement.

For more information visit our site:  
[www.smartbots.ai](http://www.smartbots.ai)

## WHY SMARTBOTS?

Below are the advantages to your business when you implement SmartBots.

- Enhance customer engagement
- Boosts productivity with minimal process change
- Personalised experience to all your employees on all different levels and areas.
- Helps your business refocus on growth initiatives leveraging new technologies.

