

HR chatbot



Client: A world leading multinational engineering and electronics company



Location: Hungary - Eger, Miskolc, Hatvan, Budapest



Date of implementation: 2018 dec



Platform: Application widget

! PROBLEM

Our client needed an innovative, internal communication channel to handle their formal communication with blue collar employees, factory laborers more efficiently. Many times, they could not easily manage strikes and industrial actions. It's general that even if big companies have some kind of official communication channels for laborers, the real conversation, organization happens personally, through social media channels or in closed chatgroups. Highly formal, supervisor mediated messaging is not truly useful here. Most of the time there is no real communication, and no discussion usually leads to misunderstandings.

✓ SOLUTION

They asked for a chatbot within their specific internal application due to their internal policy. It is available for iOS and Android but for only our client's employees.

Our chatbot enables one-on-one communication with masses, makes information accessible from anywhere, answers Frequently Asked Questions in one place - instead of using a human person and their office hours to answer the same HR questions every single time - manages vacation documents, shifts and questions connected to wages or other benefits.

When the chatbot is not able to handle a question employees can ask for a hybrid chat means a real human person (from HR department) continues the conversation.

All workers are profiled, so the chatbot can give personalized answers based on their work location and position, etc. The application is integrated with the HR system of the company, so employers can monitor and track communication: alerts, push messages, surveys.

Workers also able to find the daily food menu per site, continuously updated site bus schedule (with 30 buses) and discounts and coupons exclusively for company employees at specific stores in one place. No need for paper coupons anymore, because the they are available and useable immediately within the app.

NUMBERS



174 000

inbound interaction



5700

total users



Downloaded for more than

1000

times within one day



average correct answer rate

98%



TOP

topics: menu, coupons, holiday, wages

PLANNED DEVELOPMENTS



Lifelong learning: even a chatbot learns all the time. The goal is to achieve

80%

automated response by improving its knowledge base.



Wage calculator – helps to count with shifts, overtime and always changing wages