

AI Agent – HRMS Assistant

[AI Agent – HRMS Assistant — developed in Microsoft Copilot Studio by Compusoft Advisors.]



1. What is the HRMS Assistant?

The HRMS Assistant is an AI-powered HR support agent built on Microsoft Copilot Studio that automates HR queries, leave workflows, policy access, organisational navigation, and HR case management through natural-language interaction.

2. How can the HRMS Assistant be deployed?

The agent can be deployed as a standalone intelligent assistant or published directly within Microsoft Teams and the Microsoft 365 (M365) portal, depending on organisational requirements.

3. Can the HRMS Assistant operate across multiple channels?

Yes. The assistant is built on Azure Bot Service and can operate independently across web, mobile, messaging, voice, and email channels while maintaining a consistent HR experience.

4. Where do employees interact with the HRMS Assistant?

Employees primarily interact with the assistant via Microsoft Teams, but it can also be accessed through web portals, applications, and other supported digital channels.

5. Which HR processes are automated by the HRMS Assistant?

The agent automates HR information retrieval, leave application and approvals, HR announcements, organisational hierarchy queries, and HR case creation and tracking.

6. Can employees apply for, modify, or cancel leave through the agent?

Yes. Employees can apply for, modify, cancel, and track leave requests conversationally, with updates synced automatically to the connected HR systems.

7. How does leave approval work for managers?

Managers receive real-time notifications in Microsoft Teams and can approve or reject leave requests instantly, with actions logged for audit purposes.

8. What HR documents and policies can the agent retrieve?

The assistant can retrieve HR policies, SOPs, onboarding documents, employee handbooks, and other approved HR content stored in SharePoint and Microsoft 365.

9. How does the HRMS Assistant ensure employees access accurate information?

The agent pulls responses only from approved, centralised knowledge sources, ensuring information is always current and compliant with organisational policies.

10. Can the HRMS Assistant handle HR announcements and reminders?

Yes. It delivers real-time announcements, policy updates, system alerts, and reminders directly through Teams and other connected channels.

11. Can employees raise HR cases or grievances using the agent?

Yes. Employees can raise HR requests or grievances conversationally, and the agent creates and manages cases through integrated HR case-management platforms.

12. How can employees check the status of their HR cases?

Employees can ask the agent for real-time updates on case status, progress, and resolution without following up manually with HR teams.

13. Does the HRMS Assistant support live-agent escalation?

Yes. For complex or sensitive issues, the agent supports escalation to live HR agents through integrated customer engagement platforms.

14. Is the HRMS Assistant secure?

Yes. The solution uses enterprise-grade security with role-based access control (RBAC) to ensure users only access information they are authorised to view.

15. How does RBAC work within the HRMS Assistant?

The agent respects organisational roles and permissions defined in Microsoft Entra ID and connected systems, protecting sensitive HR data.

16. Which Microsoft platforms does the HRMS Assistant integrate with?

It integrates with Microsoft Teams, Microsoft 365, SharePoint, Power Automate, Power Platform connectors, and HR Admin applications.

17. Can the HRMS Assistant be customised for organisation-specific HR rules?

Yes. The agent can be tailored to organisation-specific policies, workflows, leave rules, approval hierarchies, and terminology.

18. Does the HRMS Assistant support compliance and audit requirements?

Yes. All interactions, approvals, and workflows are logged to support auditability, compliance, and HR governance.

19. Which departments and users benefit from the HRMS Assistant?

While primarily designed for HR teams, the assistant also helps managers and employees by enabling HR self-service, **supporting team navigation, helping users understand organisational hierarchy, and identifying reporting structures and key contacts.**

20. Which industries can use the HRMS Assistant?

The HRMS Assistant is industry-agnostic and suitable for organisations across IT, manufacturing, construction, healthcare, retail, professional services, and other enterprise environments.

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