HR Support Chatbot

Helps employees in their daily routine

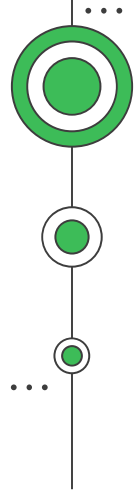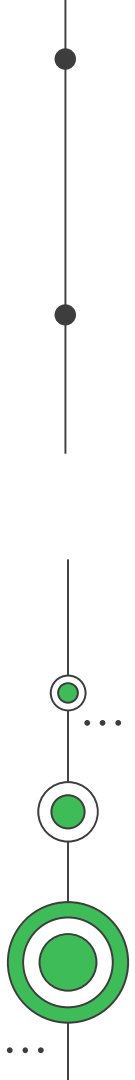# Table of Contents

01
Employee
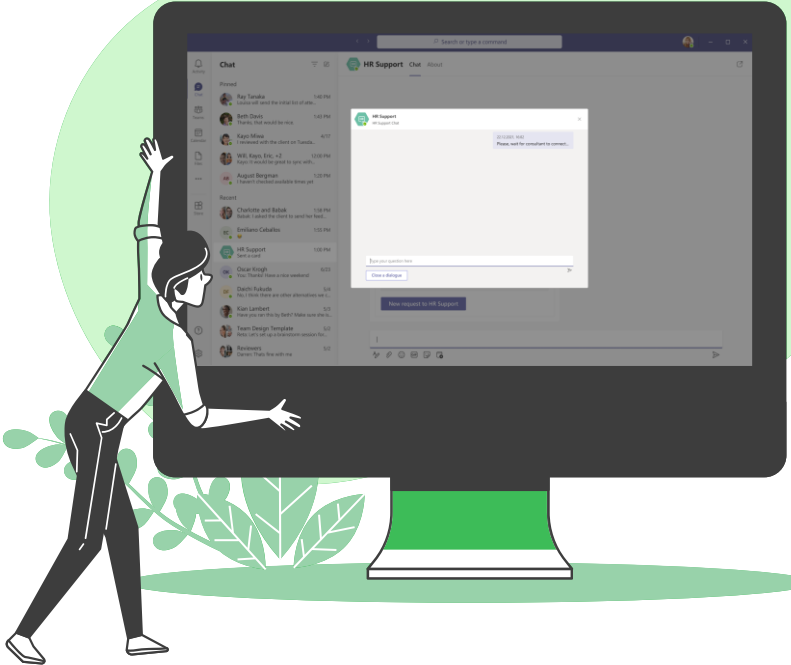
User Stories for Employee

Ask Chatbot

Employee selects one of the frequently asked questions to get information from company's knowledge base: about social benefits, leave requests, sick list, etc.

Contact HR Team

If Employee has a question and can not find an answer in FAQ, he / she sends this question to HR Support Team.

Apply for certificate or statement

Employee applies for certificate of employment, income statement, etc. He / she can ask either for a scan copy or a paper document.

Request compensation

Employee creates request for money compensation for fitness activities or children's summer camp.
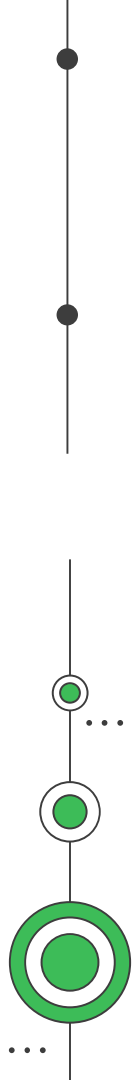
02

HR Support

User Stories for HR Support
Team members

Reply to request in HR Team

HR Support Assistant looks through the requests from employees in Teams channel and replies to them.

Forward request to Service Desk

If HR Support Assistant can't help with a technical issue, he / she forwards the question to IT Support Team.

Solution Components

Microsoft Teams

Shared workspace for users

Azure Bot Service

Delivering messages from and to user

Azure QnA Service

Question-answer storage with intelligent search

Storage Account

Static image repository to display in Chatbot dialogs

Azure VM, Public IP

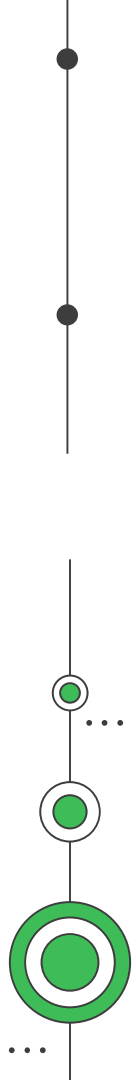Implementing the business logic of the Chatbot

Google DialogFlow

A cloud-based natural language recognition service

03

Costs

Solution Costs and Timeline

Implementation Costs & Timeline

	Cost, EUR	Timeline
Proof of Concept Includes out-of-the-box functions: Ask Chatbot, Contact HR Support.	3 000	3 Weeks
Full-Service Implementation Includes filling of the QnA knowledge base with customer's content. Additional modules can be added and adapted to customer's requirements: "Apply for Certificate or Statement", "Request Compensation", "Forward Request" to "Service Desk".	15 000+ (total cost is calculated individually)	6 Weeks

Cloud Costs Estimation

	Rate plan	Cost, USD / month
App Service	S1 Standart	73
Azure Database for PostgreSQL	Single server, Basic	37
Azure Bot Services	Free	0
Storage Accounts	10GB	2
Azure Cognitive Search	Free	0
Azure Cognitive Services	SO Standart	10

Thanks!

Do you have any questions?

sales@i-sys.kz
+7 (701) 990-97-73
i-sys.kz