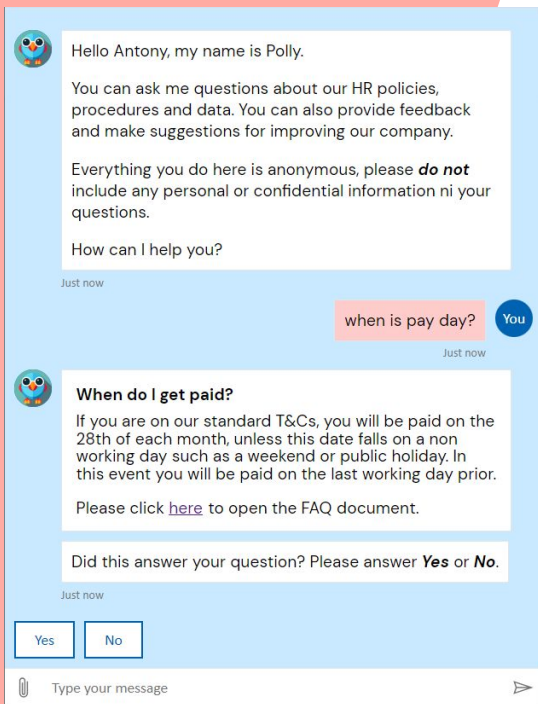


# Delivering the efficiency and flexibility of AI to your HR reporting requirements



People need answers but the information they require is stored disparately across a variety of sources including intranet portals, documents and spreadsheets.

Central teams have a backlog of queries to deal with. They often have to respond to the same or similar questions day in, day out.

Organisations attempt to compile lists of Frequently Asked Questions (FAQs) but it is impossible to predict all the relevant FAQs, it is also a challenge to keep FAQs up-to-date.

No useful audit is kept of all the questions being asked, it is difficult to summarise and to gain insights on the key themes and sentiments

What they needed

What we did

How it went

# What we did

To create human-like responses, our HR Chatbot uses Azure Cognitive Search to locate the most relevant sources of information, and then utilises ChatGPT to consider, analyse, and select the most relevant sources.

Azure OpenAI is also able to answer data questions that analyse data within spreadsheets and other data sources such as CSV files.

This chat feature is built on **Azure Bot Framework** which provides the service across multiple channels including Web, Microsoft Teams, Slack and even Facebook, offering access across multiple outlets.

Security is provided via single-sign-on (SSO) with **Azure Active Directory**, access can be restricted based on an authorised list

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What they needed

What we did

How it went

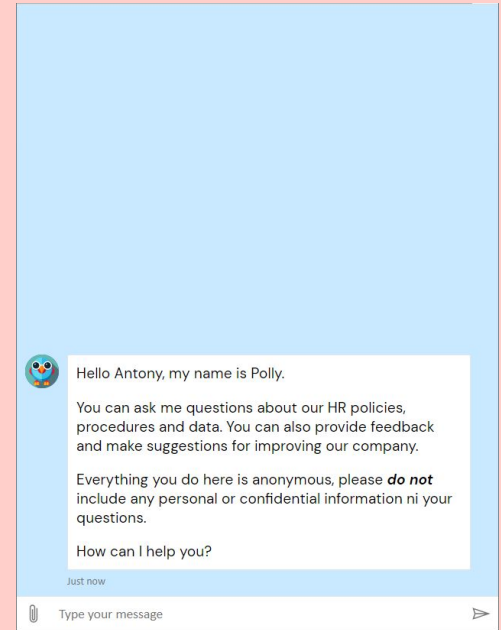
# How it went

A state-of-the-art knowledge solution that provides consistent and accurate answers to business questions whilst reducing the query backlog of central teams

A significant reduction in the amount of FAQs that have to be produced and maintained

Valuable analytical insights on the population of users including key themes of interest and sentiments

The natural language model providing access for users of all abilities, promoting widespread adoption and utilisation of this reporting AI tool.



What they needed

What we did

How it went