

SoftwareHut

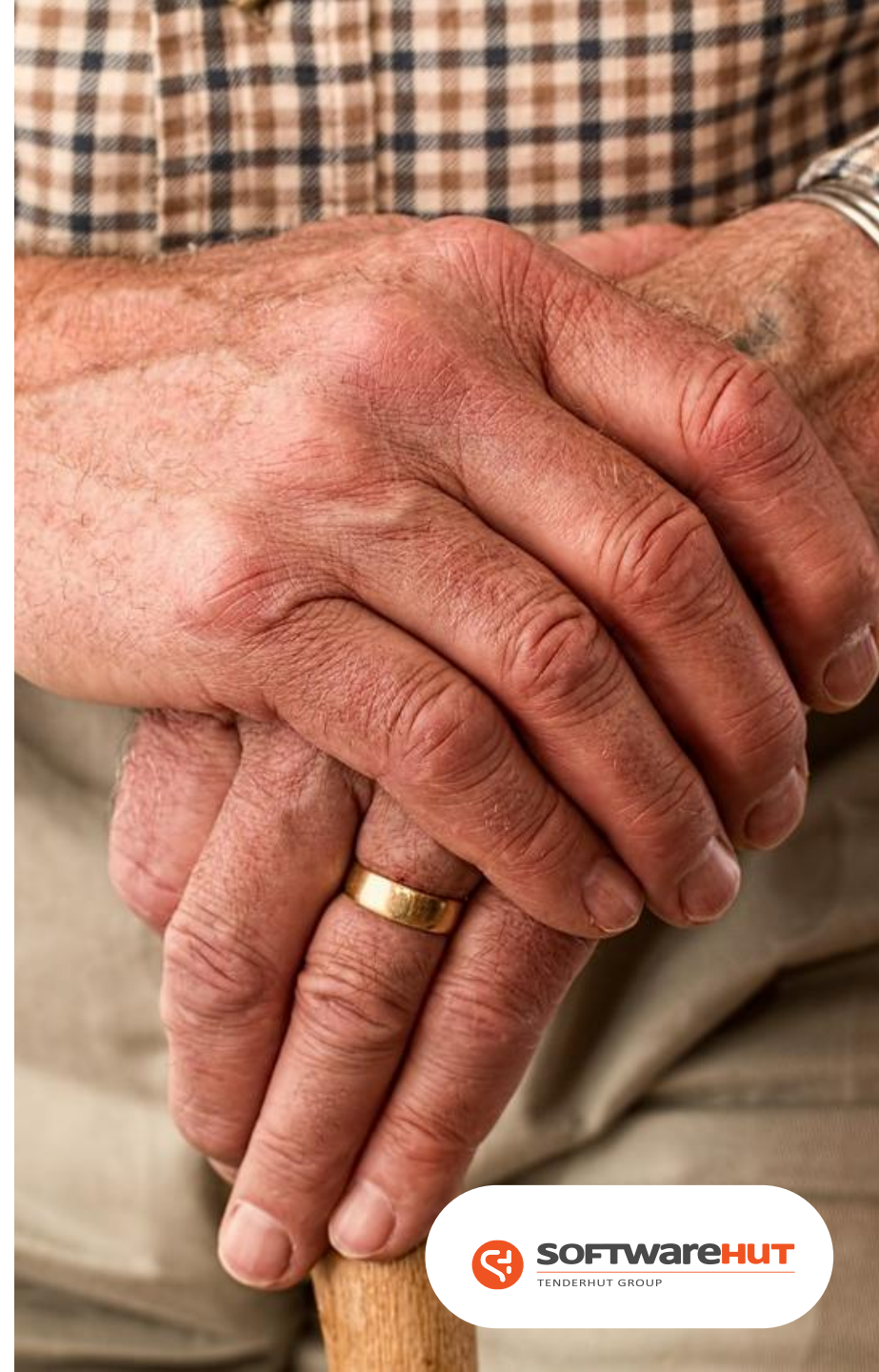
Offboarding ✨ AI Assistant



SoftwareHUT
TENDERHUT GROUP

Problem Statement

- US companies lose 18% of their workforce to turnover each year, on average
 - 12% of this is voluntary
 - 6% is involuntary (layoffs, terminations, etc.)
- The average staff turnover rate for UK workers is currently 35%
- That's more than one third of UK employees leaving their jobs each year
- Each of those exiting employees need to go through an off-boarding process



SoftwareHUT
TENDERHUT GROUP

Problem Statement

- Most companies have a defined on-boarding process however off-boarding is often less strategic and thought through
- A poor offboarding process puts pressure and scrutiny on other team members, creating an administrative mess and affecting productivity. It can also negatively impact your company's client relationships.
- When employees leave a business even with a good handover process it's impossible to get every grain of detail
- Continuity of service with customers can be severely hindered
- Understanding the email trail the employee had both internally and externally is difficult
- Access to the employee by phone or email may not be possible or welcomed by the departing employee
- Poor knowledge transfer



Solution

- We create a virtual off boarded employee that can answer on behalf of the offboarded employee as if they were still a member of the company
- Example question: *“Hi Dave, why did you give our customer a discount four years ago when their spending volume didn’t warrant it?”*



SoftwareHUT
TENDERHUT GROUP

Benefits & ROI

- Continuity of service with clients
- Receive answers to queries within seconds
- Understand actions that must be prioritised internally and externally
- Instant cover for employees on long term sick leave
- Assurance of a professional handover of clients - new account managers don't have gaps in their knowledge
- Saves time by instantly retrieving needed information



Technology

AI Assistants Overview



AI Assistants – your new employee/concierge

An AI Assistant is a software agent that can perform tasks or services for an individual based on commands or questions. These assistants leverage artificial intelligence and makes employees highly effective in assisting with a variety of tasks.

Key benefits:

- Automation of routine tasks
- Quick Information retrieval
- Error reduction
- Consistent performance
- Instant information access
- Data-driven insights
- Better work-life balance
- Reduced workload



SoftwareHUT
TENDERHUT GROUP

AI Assistants Examples – „teammate”

AI Assistants (with chat interface, direct interaction) for organisation employees - created to perform a highly dynamic task, random human-generated input, dedicated for employees, behaves like team colleague

- Laboratory AI Assistant (*integrated with LIMS*)
- Offboarding AI Assistant (*integrated with tools being used in your organisation e.g Office365 - Outlook, Teams, One Drive, ... or Slack, Goole Chat, ERP, CRM systems, internal software solutions*)



AI Assistants Examples – „customer service”

AI Assistants (with chat interface, direct interaction) for organisation customers – created to perform a highly dynamic task, random human-generated input, dedicated for customers, behaves like an organisation ambassador

- Car leasing company AI Assistant (*pre-sales customer service*)
- E-commerce store AI Assistant (*pre/post-sales customer service, upselling other products*)
- Merch company AI Assistant (*pre-sales customer service*)



AI Assistants Examples – „eminence grise”

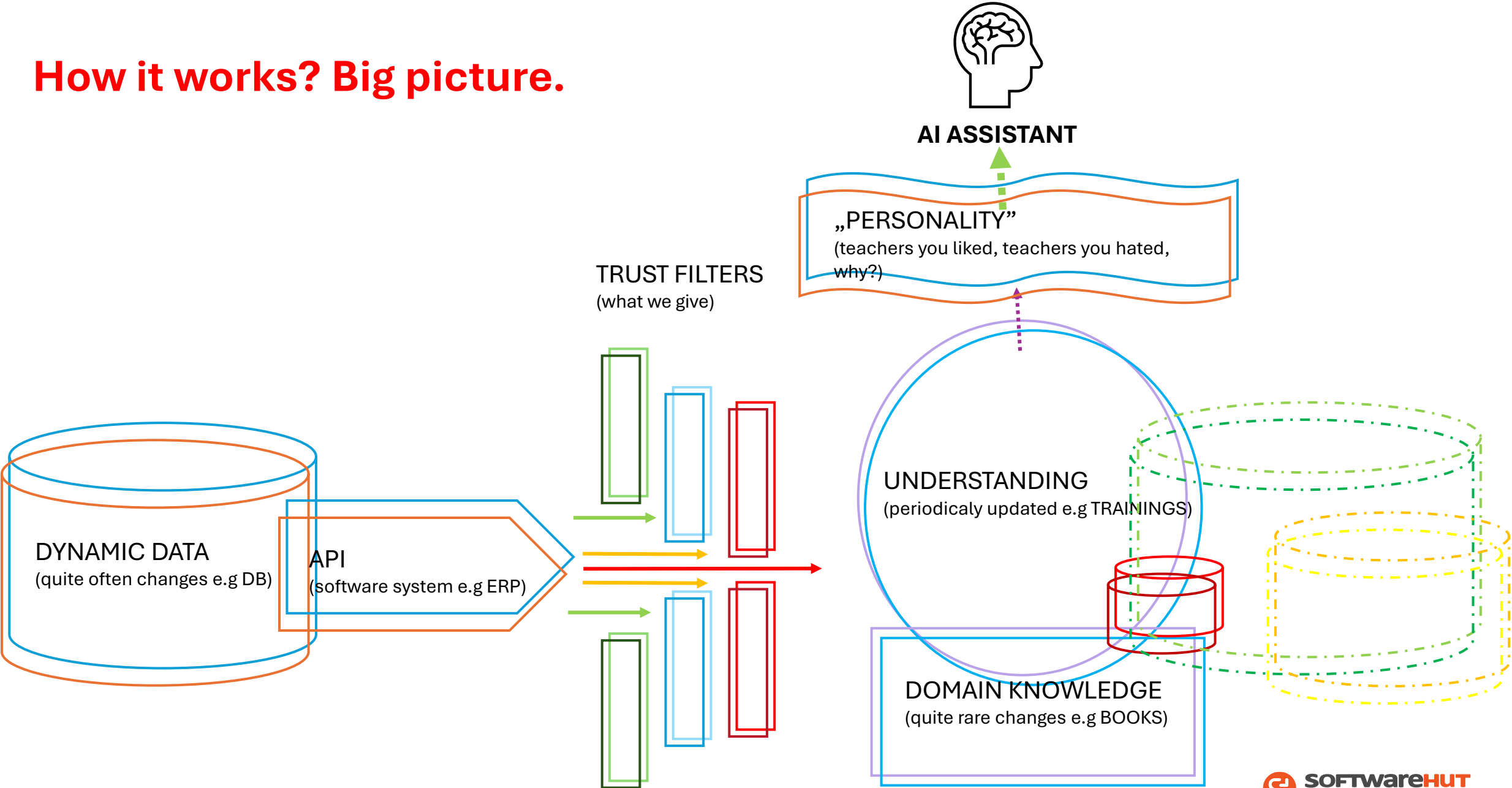
„Background” Assistants (without chat interface, indirect interaction) – created to perform a specific task, that is strictly regulated by some rules and guidelines, with formalized input

- Procurement Software AI Assistant (*selecting potential companies to be included in RFX process*)
- Visual School Bus Inspection AI Assistant
- SoftwareHouse Outsourcing Matchmaking AI Assistant (matchmaking outsourced IT experts with clients' briefs)



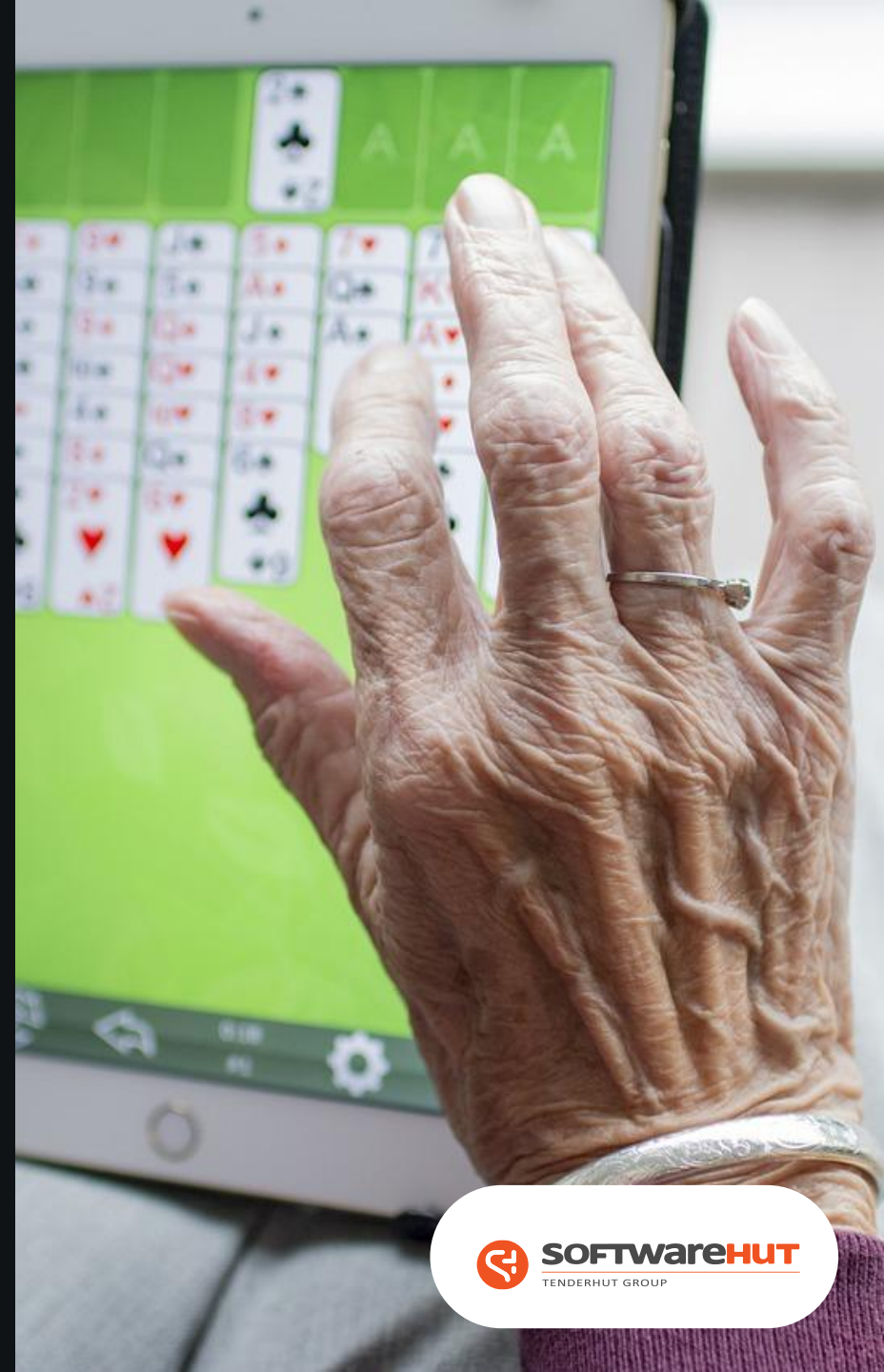
SoftwareHUT
TENDERHUT GROUP

How it works? Big picture.



Implementation

How to „hire” AI Assistant?



Individual approach creates value

Deep insight into your organisation understanding is required:

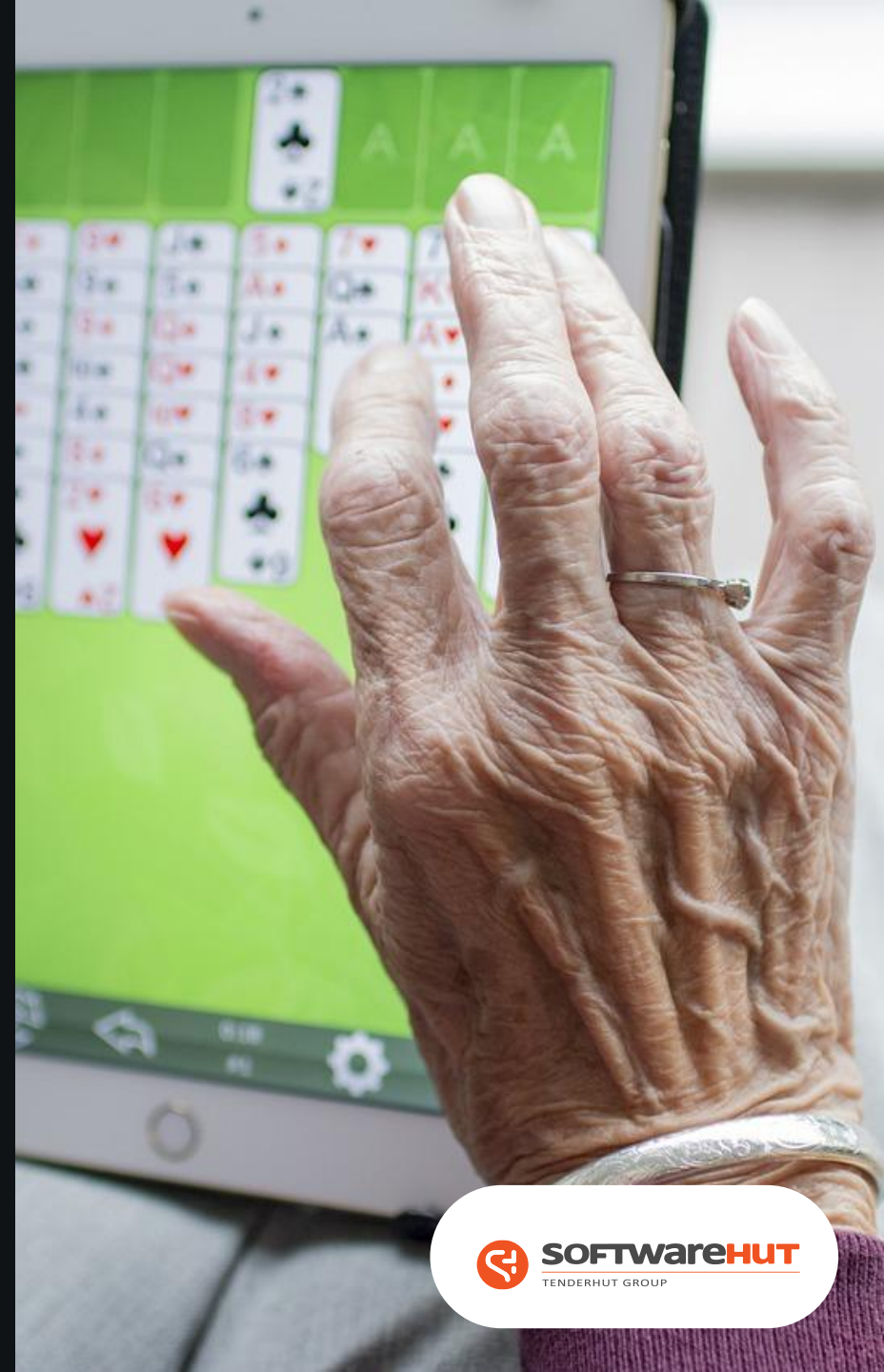
- way how you work?
 - whole ecosystem
 - chats
 - shared files
 - workflows....
- where you store LIVE data?
 - ERP
 - CRM
 - Taska Management System
 - Timetracking system
 - Any custom „in-house” build software
- How you interpret those data?
 - Internal courses and trainings
 - Knowledge base/wikis
 -



SoftwareHUT
TENDERHUT GROUP

Example

Simple Case Study.



prompt tokens	completion tokens	total tokens
143501	1402	144903
↑ 0.7175 USD	↑ 0.0210 USD	↑ 0.7385 USD

 settings

☐  read response

 prompts library

 Who are you, which former employee you represent and whats is your purpose?

 What was the last email received from [redacted]@[redacted] about?

 Summarize what was the last email received from R [redacted] about?

 Check last 15 emails received from ma [redacted]@[redacted]. Based on subject and content, group them into categories that are related to the same topic or client. Give me whole group summary, with number of emails related to this group and dates of those emails.

 What about were last discussions with this guy from [redacted] company?

offboarding assistant

 Powered by  **SoftwareHUT**
TENDERHUT GROUP
 Who are you, which former employee you represent and whats is your purpose?

 Hello! 🌟 I represent **Mateusz Andrzejewski**, who was the **Chief Innovation Officer** at his time here. My purpose is to ensure that all his valuable knowledge, skills, and insights are seamlessly transferred to you or anyone else who needs it. I'm here to assist with any inquiries or tasks that involve Mateusz's previous responsibilities, communications, or projects. If you have any specific questions or requests, feel free to ask!

 Ok, what is the status of talks with [redacted] client, where Mateusz was involved? I was given a task to reestablish our business contacts with them, and I'm not pretty sure what the status is, how it ended when Mateusz was onboard in our organisation. What was the latest emails, meetings, agreements and arrangements in the area of [redacted] client and a visual school bus inspection project?

 To proceed with reviewing the latest communications and meetings with the [redacted] client relating to the visual school bus inspection project, I need you to specify with whom you'd like me to focus:

1. E [redacted] D [redacted] with email E [redacted]@[redacted]
2. W [redacted] a A [redacted] S [redacted] with email W [redacted]@[redacted]

Which contact would you like to explore? Please let me know!

 Please do both, and make a joint summary.

Ask me something, or copy and paste example prompt.



prompt tokens	completion tokens	total tokens
143501	1402	144903
↑ 0.7175 USD	↑ 0.0210 USD	↑ 0.7385 USD

 settings

☐  read response

 prompts library

 Who are you, which former employee you represent and whats is your purpose?

 What was the last email received from [redacted]@[redacted] about?

 Summarize what was the last email received from R [redacted] about?

 Check last 15 emails received from ma [redacted]@[redacted]. Based on subject and content, group them into categories that are related to the same topic or client. Give me whole group summary, with number of emails related to this group and dates of those emails.

 What about were last discussions with this guy from [redacted] company?

 Please do both, and make a joint summary.

 Here's a **comprehensive update** on the interactions with the [redacted] client, focusing on the visual school bus inspection project. The data covers communications and meetings with E [redacted] D [redacted] and W [redacted] A [redacted] S [redacted] from [redacted]:

1. E [redacted] D [redacted]'s Communication:

- There were several canceled meetings related to [redacted]. These cancellations appear to be recurrent, addressing different reasons like internal discussions or unplanned audit activities. These cancellations were communicated via emails sent by B [redacted] to various recipients including Mateusz Andrzejewski.
- One significant meeting invitation mentions the presentation of a smart inspection application via a Microsoft Teams link, suggesting that technology-driven processes were at the forefront of the project's aims.

2. Meetings and Events:

- Mateusz Andrzejewski participated in multiple events focusing on diverse projects, but specific details about his involvement with B [redacted] D [redacted]'s agendas were not explicitly seen in the retrieved calendar data.
- These events include networking discussions and collaborative sessions with representatives from AI companies and other partners, hinting at the forward-thinking and integrative approach towards innovation.

3. W [redacted] A [redacted] S [redacted]'s Communication:

- Two instances of emails were documented where W [redacted] was arranging meetings to discuss alignments with AI companies. These were sent to Mateusz among others, indicating the potential AI integration within the visual inspection framework.

Overall Summary:

- The communication pattern suggests there were several attempts to integrate cutting-edge technologies with the visual inspection processes, with AI company engagements indicating a modernization direction.
- Frequent meeting cancellations indicate unresolved steps or realignments in priorities, but the regular updates hint at ongoing dialogues and interest.
- Mateusz's engagements were likely strategic and high-level, focusing on ensuring successful partnerships and technological enhancements.

By reestablishing contact, you'll position the current team to reignite these discussions, focusing on technological achievements and goals shared previously.

Ask me something, or copy and paste example prompt.



prompt tokens	completion tokens	total tokens
143501	1402	144903
↑ 0.7175 USD	↑ 0.0210 USD	↑ 0.7385 USD

 settings

☐  read response

 prompts library

 Who are you, which former employee you represent and whats is your purpose?

 What was the last email received from [redacted]@[redacted] about?

 Summarize what was the last email received from R [redacted] about?

 Check last 15 emails received from ma [redacted]@[redacted]. Based on subject and content, group them into categories that are related to the same topic or client. Give me whole group summary, with number of emails related to this group and dates of those emails.

 What about were last discussions with this guy from [redacted] company?

Overall Summary:

- The communication pattern suggests there were several attempts to integrate cutting-edge technologies with the visual inspection processes, with AI company engagements indicating a modernization direction.
- Frequent meeting cancellations indicate unresolved steps or realignments in priorities, but the regular updates hint at ongoing dialogues and interest.
- Mateusz's engagements were likely strategic and high-level, focusing on ensuring successful partnerships and technological enhancements.

By reestablishing contact, you'll position the current team to reignite these discussions, focusing on technological achievements and goals shared previously. Engaging E [redacted] D [redacted] or W [redacted] A [redacted] S [redacted] to review or update progress on these integrations can be a proactive step moving forward. Feel free to ask if you need more insights or specifics! 😊

 Ok, who else was also involved in those project? Who also participated in those meeting or was active in email discussions?

 In the project and communications related to the visual school bus inspection project with [redacted], several individuals were actively involved alongside Mateusz Andrzejewski:

1. Email Discussions and Meetings:

- E [redacted] F [redacted]: Was frequently included in the communication loops regarding H [redacted] progress.
- M [redacted] B [redacted]: Participated in email threads and was a recipient for the meeting invites about the [redacted] project.
- M [redacted] F [redacted] and R [redacted] J [redacted]: Were also active in the project communications, indicating collaboration on technological aspects.

2. Events and Meetings:

- S [redacted] A [redacted], S [redacted] J [redacted] B [redacted], and A [redacted] I [redacted] A [redacted] from [redacted] were part of the invited attendees, suggesting their interest or role in the AI integration discussions.
- A [redacted] I [redacted]: Was involved both in meetings and communications, as seen in the forwarded meeting invites from W [redacted]

These individuals were integral to the discussions that occurred during Mateusz Andrzejewski's tenure, and maintaining or establishing contact with them can aid in reviving or continuing the project seamlessly. If you'd like more detailed insights on anyone in particular, just let me know!

Ask me something, or copy and paste example prompt.



prompt tokens	completion tokens	total tokens
143501	1402	144903
↑ 0.7175 USD	↑ 0.0210 USD	↑ 0.7385 USD

🔧 settings

☐ 🎧 read response

💬 prompts library

🗣️ Who are you, which former employee you represent and whats is your purpose?

📧 What was the last email received from [redacted]@[redacted] about?

📧 Summarize what was the last email received from R [redacted] about?

📧 Check last 15 emails received from m [redacted]@[redacted]. Based on subject and content, group them into categories that are related to the same topic or client. Give me whole group summary, with number of emails related to this group and dates of those emails.

📊 What about were last discussions with this guy from [redacted] company?

role in the AI integration discussions.

- A [redacted] I [redacted]: Was involved both in meetings and communications, as seen in the forwarded meeting invites from W [redacted].

These individuals were integral to the discussions that occurred during Mateusz Andrzejewski's tenure, and maintaining or establishing contact with them can aid in reviving or continuing the project seamlessly. If you'd like more detailed insights on anyone in particular, just let me know!

👤 OK, any suggestion what to have in mind to successfully reestablish connection with this client?

🚩 Absolutely! 🔑 When seeking to reestablish the business connection with [redacted] A for the visual school bus inspection project, here are some key considerations to keep in mind for success:

1. **Highlight Past Collaborations:** Remind them of the previous efforts, meetings, and discussions to underline the shared history and mutual goals. This will create continuity and rapport.
2. **Emphasize Innovation:** Since the project involved technology like AI and smart inspection applications, showcase any advancements or improvements in these areas since the last discussions. Highlight how your current capabilities align with their requirements.
3. **Underscore Commitment:** Show strong commitment to restarting and maintaining a positive and ongoing partnership. Assure them of your dedication to achieving mutual success and addressing any past project hiccups.
4. **Prepare for Dialogue:** Be ready to address past meeting cancellations or unresolved discussions by exploring new proposals or ideas. This sort of proactive approach shows initiative and a resolve to move forward.
5. **Engage Multiple Stakeholders:** Ensure that you reach out not only to your primary contacts like [redacted] D [redacted] or W [redacted] A [redacted] S [redacted] but also engage with others like S [redacted] A [redacted] i, S [redacted] J [redacted] A [redacted], and A [redacted] Il [redacted] A [redacted] I, who have also been involved.
6. **Personalized Communications:** Tailor your messages to reflect the specific interests of each contact involved. Acknowledge their past contributions and express enthusiasm about collaborating again.

By highlighting progress, demonstrating commitment, and engaging with the right stakeholders, you can successfully rekindle the partnership with [redacted] and advance the visual school bus inspection project. Feel free to ask if you need more details or specific data support! 🌟

Ask me something, or copy and paste example prompt.



Thank You

Mateusz Andrzejewski

Chief Innovation & Technology Officer
mateusz.andrzejewski@softwarehut.com

