Generative AI-Powered HR Chatbots: Revolutionizing HR Efficiency and Employee Engagement

Smart Bots for Human Resource (HR), IT, Operations & Support

Initially, HR professionals faced a myriad of challenges, from managing routine inquiries to navigating complex HR processes. The advent of HR chatbots brought about a significant transformation in addressing these challenges. However, early chatbot solutions had limited capabilities. Due to the limitations of early FAQ-based chatbots, the chatbots relied on predefined question-answer pairs and lacked the ability to handle complex inquiries or engage in natural, human-like conversations. As a result, their usefulness was limited to basic, repetitive tasks, leading to a suboptimal user experience and limited acceptance among HR professionals and employees, resulting in modest adoption.

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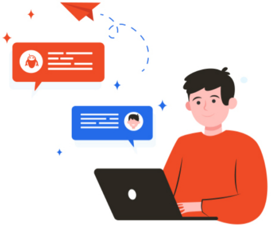
But now, the landscape has significantly transformed with the ascent of generative AI and Large Language Model (LLM).

Generative AI and LLMs have propelled HR chatbots to new heights of power and robustness. These new-generation chatbots leverage technologies such as Natural Language Processing (NLP), Large Language Model (LLM), Generative AI technology, and machine learning algorithms to understand and interpret user inputs, decipher intent, and generate contextually relevant responses. These advancements have empowered chatbots with the ability to analyze, synthesize, and generate insightful information by processing vast datasets in a matter of seconds. This automation frees up HR professionals to focus on more strategic initiatives that drive organizational growth and success.

Let's delve deeper into how these latest advancements have transformed HR and the significant value that generative AI brings to HR operations.



How Generative AI & LLM can revolutionize the HR Department

As we all understand, not all HR tasks carry the same level of complexity. Statista's Studies and experts have revealed that approximately 60-70% of HR requests and inquiries are repetitive in nature. The remaining 20-30% involve more human intervention. However, when HR professionals are primarily engaged in handling repetitive queries, they may inadvertently neglect crucial matters that demand their careful attention, such as employee performance monitoring, escalations, and promotional reviews. This situation calls for a discerning allocation of resources between "mindless" and "mindful" tasks.

Thankfully, we are now in the era of Generative AI, which brings great relief to HR teams. The power of AI enables the automation of repetitive queries and mundane tasks, freeing up HR professionals to focus on more strategic initiatives.

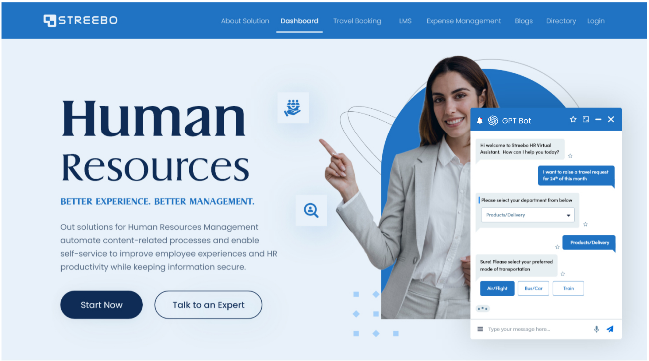
Generative AI and Large Language Model (LLM) have the potential to completely transform HR operations. These cutting-edge advancements empower chatbots to comprehend and address intricate HR inquiries in a natural and human-like manner. By leveraging their data processing capabilities, LLM equip chatbots with the ability to offer precise and contextually appropriate information to employees. This not only streamlines HR processes and saves valuable time for HR professionals but also guarantees consistent delivery of HR services throughout the organization. Moreover, generative AI enables chatbots to engage in dynamic conversations, adapting their responses based on user inputs and providing personalized experiences to employees.

Do you know?

In a survey conducted by Oracle, 80% of HR leaders expressed interest in deploying advanced AI-powered chatbots to enhance their HR operations and deliver better employee support.

According to Gartner's report, With Generative AI & LLMs, chatbots can scale effortlessly to handle a large volume of employee inquiries, ensuring consistent and reliable HR service delivery.

Bots extended on Multiple Channels



Human Resources

BETTER EXPERIENCE. BETTER MANAGEMENT.

Out solutions for Human Resources Management automate content-related processes and enable self-service to improve employee experiences and HR productivity while keeping information secure.

Hi welcome to Streebo HR Virtual Assistant. How can I help you today?

I want to raise a travel request for 24th of this month

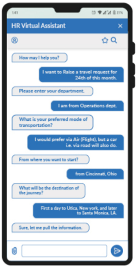
Please select your department from below

Products/Delivery

Products/Delivery

Sure! Please select your preferred mode of transportation

Web Application



How may I help you?

I want to Raise a travel request for 24th of this month.

Please enter your department.

I am from Operations dept.

What is your preferred mode of transportation?

I would prefer via Air (Flight), but a car i.e. via road will also do.

From where you want to start?

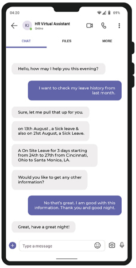
from Cincinnati, Ohio

What will be the destination of the journey?

First a day to Utica, New york, and later to Santa Monica, LA.

Sure, let me pull the information.

Mobile Application



Hello, how may I help you this evening?

I want to check my leave history from last month.

Sure, let me pull that up for you.

on 13th August , a Sick leave & also on 21st August, a Sick Leave.

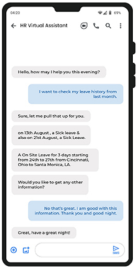
A On Site Leave for 3 days starting from 24th to 27th from Cincinnati, Ohio to Santa Monica, LA.

Would you like to get any other information?

No that's great. I am good with this information. Thank you and good night.

Great, have a great night!

MS Teams



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SMS

Microsoft's Conversational AI solution for HR Powered by Generative AI and LLMs

Streebo's advanced chatbot architecture empowers organizations to select the most suitable LLM or AI technology that meets their specific needs. Our state-of-the-art conversational AI solution incorporates leading AI technology like **GPT on Microsoft Azure.** leveraging the latest advancements in the field. Our offering involves the seamless integration of Generative AI into company operations, leveraging enterprise-grade cloud platforms like **Azure.** Through collaboration with open-source platforms like **HuggingFace, Anthropic, and Cohere,** we harness the potential of cutting-edge AI technologies with a diverse range of features and valuable insights. To maintain the highest standards of data protection, we prioritize the implementation of "guard rails" that safeguard enterprise data and content, ensuring confidentiality and security at all times.

Our AI-powered chatbots, designed for various industries, excel in natural language processing (NLP) using cutting-edge engine like **Microsoft Azure's CLU.** Our chatbots are further enhanced through the utilization of machine learning (ML) techniques and deep learning frameworks. Rigorous training on extensive datasets enables our chatbots to accurately, and efficiently comprehend and respond to user queries, ensuring a seamless conversational experience.

Business Benefits of GAI-powered HR Conversational Interface

- ✓ Organizations can save up to 30% in HR service delivery costs by using chatbots. (Deloitte)
- ✓ Chatbots that provide personalized interactions can increase employee satisfaction by 20%. (IBM)
- ✓ Automating routine HR tasks can free up to 50% of HR professionals' time for strategic initiatives. (Deloitte)

The statistics presented serve as compelling evidence for the immense potential of advanced chatbot solutions in the field of human resources. These figures highlight the favorable outcomes that HR chatbots can bring across multiple domains, such as boosting employee engagement, enhancing the efficiency of HR processes, providing real-time information access, ensuring compliance, and enabling HR professionals to focus on strategic initiatives. These robust statistics make it clear that incorporating advanced chatbot solutions can be a game-changer for HR operations, delivering substantial advantages for organizations.

Why Microsoft Chatbot for HR & IT Support?

Streebo, in collaboration with leading technology organizations like Microsoft has created a Highly Intelligent and secured solution.

Key differentiators of Microsoft Pre-Trained Chatbot for HR & IT Support are as follows –

AI Expertise:
Our HR bots harness the power of advanced AI technology like GPT on Microsoft Azure and open-source models from HuggingFace and more. These technology enable our chatbots to deliver sophisticated and contextually relevant responses, enhancing the overall user experience.

Advanced Natural Language Processing (NLP):
Our AI-powered virtual assistants for HR are powered by world-class NLP system like Microsoft Azure's. CLU. This empowers employees to seamlessly perform a range of tasks, such as submitting applications, making inquiries, or requesting HR services, all through natural language interactions.

Seamless Omni-Channel Support:
Our HR solution goes beyond web and mobile apps, enabling deployment across diverse channels such as Microsoft Teams, IBM Slack, HCL Sametime, and even Email. This ensures a consistent and convenient user experience across various communication platforms.

Multi-Modal Capabilities:
Our chatbots offer flexibility in interaction modes, supporting text-based messaging, voice commands, and visual inputs. They possess the ability to process and comprehend images, videos, and documents, providing a versatile and intuitive user experience.

Multilingual Capabilities:
Our chatbots are equipped with advanced multilingual capabilities (38+ languages), enabling them to communicate and understand user queries in multiple languages. This ensures a seamless experience for employees, regardless of their preferred language of communication.

Access to Unstructured Data:
Our HR chatbots excel at extracting relevant information from unstructured data sources like emails, news articles, social media posts, logs, and public forums. By leveraging natural language understanding, these chatbots can analyze and extract valuable insights, enabling HR professionals to gain a broader perspective on employee sentiment, emerging issues, and HR concerns.

Data Security & Privacy:
With strict access controls and data privacy regulations in place, our chatbots provide a safe and protected environment for employees to interact & collaborate.

Quick Backend Integration:
Our Generative AI-powered HR conversational interfaces seamlessly integrate with popular ERP/HRM systems like SAP HR, Oracle HRMS, Workday, Peoplesoft, and more. This integration streamlines data synchronization and facilitates smooth interaction with existing backend systems.

Flexible Deployment Options:
Our pre-trained HR Bot can be deployed on-premises or on leading cloud platform like Microsoft Azure. This flexibility empowers organizations to choose the deployment model that best aligns with their infrastructure and security requirements.

Our AI-Powered HR Bot Supports Below Mentioned Features

- 99% Accurate
- Omni-channel Solution
- Multilingual Support with support for over 38 languages
- Secure with Role based access
- Support for both voice and chat channels
- Advance Analytics

Empower your Employees by transforming HR Functions

- Employee Onboarding
- Address Employee Grievances with Chatbots
- Schedule Training Programs
- Answer FAQ's on Company Policies
- Automate Reviews & Appraisals

Make employee onboarding process extremely streamlined and efficient by deploying a HR Bot. Process all employee onboarding information including his/her photographs, certificates, and other documents, through a conversational interface. Handover the important but repetitive process of onboarding an employee to a chatbot, thus increasing efficiency.

How Our Generative AI & LLM powered Chatbot Solution Transforms HR Operations?

✓ **Employee Onboarding**
Guides newly hired employees throughout the onboarding process, providing them with vital information about company policies, benefits, and procedures.

✓ **Leave Management**
Assists employees in submitting leave requests, checking their available leave balances, and answering any queries related to vacation, sick leave, and other time-off requests.

✓ **Benefits Information**
Furnishes employees with comprehensive details regarding healthcare plans, retirement options, wellness programs, and other employee benefits.

✓ **Policy Clarification:**
Addresses employee inquiries regarding HR policies, including dress code, code of conduct, performance evaluations, and disciplinary procedures.

✓ **Performance Management Support:**
Offers guidance on goal setting, performance reviews, feedback mechanisms, and development plans to help employees maximize their potential.

✓ **Employee Grievances:**
Addresses employee complaints promptly to resolve most common complaints about discrepancies in salary, leave balance, working hours, to name a few.

✓ **Training and Development:**
Recommends suitable training programs, courses, and resources to enhance employees' skills and support their career growth.

✓ **Recruitment Assistance:**
Informs candidates about available job vacancies, application procedures, and interview schedules, enhancing the overall recruitment experience.

✓ **Employee Surveys and Feedback:**
Collects valuable feedback from employees through surveys and provides a platform for anonymous suggestions or concerns.

✓ **HR Forms and Documentation:**
Assists employees in accessing and completing HR forms, such as expense reimbursement, address updates, and emergency contact information.

✓ **Employee Assistance System (EAS) -**

Streamlines the process of raising, tracking, and approving employee tickets for various HR-related inquiries, such as leave requests, IT support, benefits inquiries, and more.

✓ **Employee Directory:**
Enable employees to search for and access contact information of colleagues or team members within the organization.

Pricing Options

Capex Option

✓ You can choose to buy the product with an upfront amount

Opex Option

✓ You can choose to Subscribe to the MVP Bot for a fixed monthly charge.

Pay Per Usage

✓ This is a conversation-based subscription and is tied to the number of conversations & messages the bot handles. Thus, you only pay if the Bot is getting used and is actually deflecting calls.

Ready to revolutionize your HR operations? Look no further. Streebo offers cutting-edge LLM and generative AI solutions that can transform the way you work. With our technology-agnostic approach and a wide range of pre-built chatbot solutions, including dedicated solutions for HR, we are ready to help you witness the power of this new-age technology.

Want to Know- How This Will Work for Your Business?

1. Visit our Enterprise-Grade Bot Store.
2. Learn what it can do for your business by scheduling a demo session.
3. Try it yourself with a Free 30-day trial.

FREE
30 DAYS TRIAL
Hi!...
Listening...

Start your **30-day free trial** now and witness firsthand how our intelligent chatbot can transform your service delivery, boost efficiency, and skyrocket guest satisfaction.

Don't let this chance slip by! Get in touch with us today to begin your journey towards unparalleled Business management, risk-free!

Get in touch