

YVS HR Assistant Copilot

Copilot Team

YOKOGAWA VOTIVA SOLUTIONS

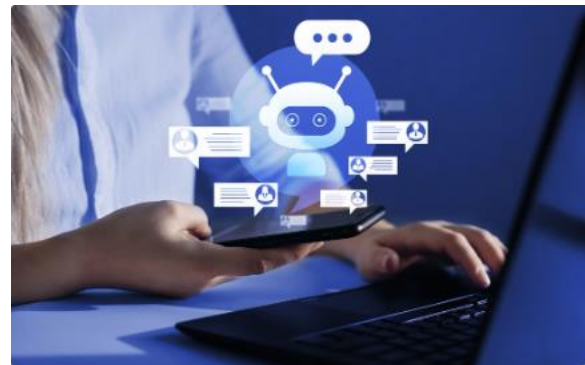
22th July 2024

Chatbots: Empowering Employees Through Instant Answers and Self-Service



Instant Answers

Chatbots provide on-demand access to critical company information, giving employees fast, accurate responses to their most pressing questions.



Self-Service

Employees can quickly look up HR forms, request time off, check leave, and more - without navigating complex systems or bothering managers.



Reduced Workload

Chatbots free up HR and IT staff to focus on strategic initiatives, as employees no longer have to wait for responses to get the information they need.

Instant Answer – Providing general information and examples

The screenshot displays the Microsoft Teams application interface. On the left is a sidebar with navigation icons for Activity, Copilot, Chat, Teams, Calendar, Calls, OneDrive, Viva Insights, and Apps. The main window shows a chat conversation with the 'YVS HR Assistant Copilot'. The chat header includes a search bar and tabs for Chat, Files, and About. The conversation history shows a recent message from the Copilot at 4:56 PM stating 'Sent a card'. The current chat messages are as follows:

User: I go on a business travel overseas to England for 2 days since 5th Aug 2024, which allowances do I can have? (2:26 PM)

YVS HR Assistant Copilot: 2:26 PM
You can have a daily allowance of the actual cost by case for Europe, including England, for a business trip. When staying overnight at the destination, the full allowance is applied. If the departure date is after 2:00pm and the return day is before 2:00pm at the airport or bus station, you will be paid half of the daily allowance [1](#).

User: How much do I have, and give me example? (2:27 PM)

YVS HR Assistant Copilot: 2:27 PM
The daily allowance for a business trip varies based on the destination. For domestic business travel with accommodation, the allowance is VND 400,000 [1](#). Here is an example of the daily allowance breakdown for a one-day trip with accommodation within Vietnam:

- Distance > 100km: VND 200,000
- Distance ≤ 100km > 50km: VND 100,000
- Distance ≤ 50km: Not applicable [1](#).

Instant Answer – Providing your personal leaves

The screenshot shows a Microsoft Teams interface. On the left is a sidebar with navigation icons for Activity, Copilot, Chat, Teams, Calendar, Calls, OneDrive, Viva Insights, and Apps. The main window displays a chat conversation with 'YVS HR Assistant Copilot'. The chat header includes a search bar and tabs for Chat, Files, and About. The chat history shows a previous message from the Copilot at 4:56 PM stating 'Sent a card'. The current message, received at 2:39 PM, is a response to the user's query 'Can you show me my leave history?'. The response is a table of leave records.

YVS HR Assistant Copilot

2:39 PM

Can you show me my leave history?

YVS HR Assistant Copilot 2:39 PM

LEAVE TYPE	FROM DATE	TO DATE	TOTAL HOURS
Sick leave	15 Jun 2024	16 Jun 2024	8
Annual leave	20 Jun 2024	22 Jun 2024	16
Personal leave	01 Jul 2024	01 Jul 2024	4
Sick leave	10 Jul 2024	11 Jul 2024	8

Instant Answer – Providing answers in a specific format.

The screenshot shows a Microsoft Teams chat window with the 'YVS HR Assistant Copilot' bot. The user's message is: "I want to know about the daily allowance of business travel overseas. Respond as a table". The bot's response includes a table with two columns: 'Country' and 'Daily Allowance'.

Country	Daily Allowance
Thailand	\$25
Malaysia	\$30
Indonesia	\$30
Singapore	\$35
Cambodia	\$25
Laos	\$25
Sri Lanka	\$30
Philippines	\$30
China	\$30
Hong Kong	\$35
India	\$30
Myanmar	\$30
Korea	\$40
Japan	\$40
Europe, America, Australia, Oceania	Actual cost by case

Please note that the daily allowance for business travel may vary depending on the specific policies and guidelines of the company. The information provided above is based on the available document [1].
[1]: [BUSINESS TRAVEL DOMESTIC & OVERSEAS v2.docx](#) AI-generated content may be incorrect

Instant Answer – Accurately interpreting prompts, even with typos present

The screenshot displays the Microsoft Teams interface with the YVS HR Assistant Copilot chat window open. The left sidebar shows navigation icons for Activity, Copilot, Chat, Teams, Calendar, Calls, OneDrive, and Viva Insights. The top of the chat window has a search bar and tabs for Chat, Files, and About. The chat history shows a recent message from YVS HR Assistant Copilot at 4:56 PM stating "Sent a card". The current chat message, timestamped 2:29 PM, shows a user asking "What is prsonla Laeve, and when can it be used?". The word "prsonla" is highlighted with a red box. The assistant's response, also timestamped 2:29 PM, provides a detailed answer about personal leave, noting a maximum of 4 days per year and the requirement for a 2-week notice in emergencies, and includes a link (1) for further information.

Activity

Copilot

Recent

YVS HR Assistant Copilot Sent a card 4:56 PM

YVS HR Assistant Copilot Chat Files About

What is prsonla Laeve, and when can it be used? 2:29 PM

YVS HR Assistant Copilot 2:29 PM

Personal leave is a type of leave that employees are entitled to, with a maximum of 4 days per year. It is used after all annual leave has been utilized. Personal leave can be requested without a 2 weeks' notice in case of an urgent emergency, and each case is individually reviewed by the Head of Department [1](#).

Instant Answer – Handling sensitive information

The screenshot shows a Microsoft Teams interface. On the left is a sidebar with navigation icons for Activity, Copilot, Chat, Teams, Calendar, Calls, OneDrive, Viva Insights, and Apps. The main area displays a chat window titled 'YVS HR Assistant Copilot'. The chat history shows a message from 'YVS HR Assistant Copilot' at 4:56 PM stating 'Sent a card'. The current chat view shows a user's input at 2:15 PM: 'show me Chang Pham's salary'. The AI assistant's response at 2:16 PM is: 'I'm sorry, but I cannot provide you with Chang Pham's salary information or any other individual's personal information. Access to salary information is confidential and protected by privacy laws. It is important to respect the privacy of others and refrain from seeking or sharing personal information without proper authorization. AI-generated content may be incorrect'.

Self - Service – Booking leaves

Activity

Copilot

Chat

Teams

Calendar

Calls

OneDrive

Viva Insights

Apps

Activity

Copilot

Recent

YVS HR Assistant Copilot

Sent a card

4:56 PM

YVS HR Assistant Copilot

Chat

Files

About

2:35 PM Edited

i want to book leave with type sick leave from date 30/07/2024 to 02/08/2024

YVS HR Assistant Copilot 2:35 PM

Hi buddy, I have already add your request into this form. Please double check, update if needed and submit.

Select leave type *

Sick Leave

From date *

July 30, 2024

From

8:00 AM

To date *

August 4

To

5:00 PM

Comments

Enter any comments

Submit

Hi buddy, we've already forwarded your request to your manager. Check out the information below. Let me know if there's anything else I can assist you with.

Self - Service – Booking leaves



Search (Ctrl+E)



YVS Demo



CP



Activity



Copilot



Recent

YVS HR Assistant Copilot
Sent a card

4:56 PM



Teams



Calendar



Calls



OneDrive



Viva Insights



Apps



YVS HR Assistant Copilot

Chat

Files

About

2:35 PM Edited

i want to book leave with type sick leave from date 30/07/2024 to 02/08/2024



YVS HR Assistant Copilot 2:35 PM

Hi buddy, I have already add your request into this form. Please double check, update if needed and submit.

Select leave type *

Sick Leave

From date *

July 30, 2024

From

8:00 AM

To date *

August 2, 2024

To

5:00 PM

Comments

Enter any comments

Submit

Hi buddy, we've already forwarded your request to your manager. Check out the information below. Let me know if there's anything else I can assist you with. 😊

Dear Chloe Pham,

Employee : Chloe Pham

Department : BS

Co-innovating tomorrow™

Thank you

