

# Smart employee experiences through AI-powered HR bots

**Fact:** human resources is a vital process for any business, but, as a non-revenue generator, will always come under the most intense scrutiny.

**Fact:** a large portion of the drag on HR staff efficiency is in the form of time spent responding to routine requests.

**Fact:** the clever application of artificial intelligence (AI) can greatly reduce costs and enhance HR staff efficiency by dealing with those time-wasting routine requests.

**Fact:** Everise knows all about clever AI. Read on to learn more.



# Case Study:

## Adding a smart new member to the HR team.

### CLIENT

A leading regional ASEAN bank undergoing rapid external and internal growth

### CHALLENGE

Under the weight of a huge influx of new employees, the client's HR department found itself unable to operate efficiently, being inundated with thousands of often repetitive inbound email and phone inquiries. This led the client to ask Everise to build a smart HR help desk solution.

### ANALYSIS

The Everise client servicing team used design thinking and workshop sessions with the client's internal stakeholders to understand the project requirements and challenges. Through deep learning and analysis, this team distilled all incoming queries into a set of actionable tasks able to benefit from smart automation via chatbot.

### FINDINGS

A central concern was that of getting employees to accept and broadly adopt the chatbot, seeing it as a credible alternative to the HR help desk staff. Through rigorous user testing of various bot personae, Everise developed a personal HR assistant calculated to satisfy the tangible and intangible needs of the maximum number of employees.

### SOLUTION

Everise presented the client with HALI - an intelligent HR assistant able to keep both employees and HR staffers happy and productive. HALI was integrated into the client's HR management system and trained to understand over 10,000 inquiries, give personal responses to policy, benefit and related HR questions, as well as automate core processes, like the creation of employment letters and internal loan applications.

HALI was later trained on multiple banking products to support branch operations.

### RESULTS

HALI has gone on to establish itself as a core member of the client's HR Department. In 2018, HALI assisted almost half of the bank's workforce, exchanging over 60,000 messages them.

The result has been a substantial, measurable impact on HR productivity. By automating core services, the client saves about 320 hours of monthly HR staff support time, permitting more time be dedicated to higher value activities.

**60k**

AI-powered messages exchanged yearly.

**3,800**

Annual HR employee hours saved by turning basic functions over to HALI.

## CLIENT TESTIMONIAL

“A day in the life of HALI is certainly filled with many complex processes being simplified, thanks to the amazing chatbot’s artificial intelligence capabilities. This includes speedy and timely response to our users.”

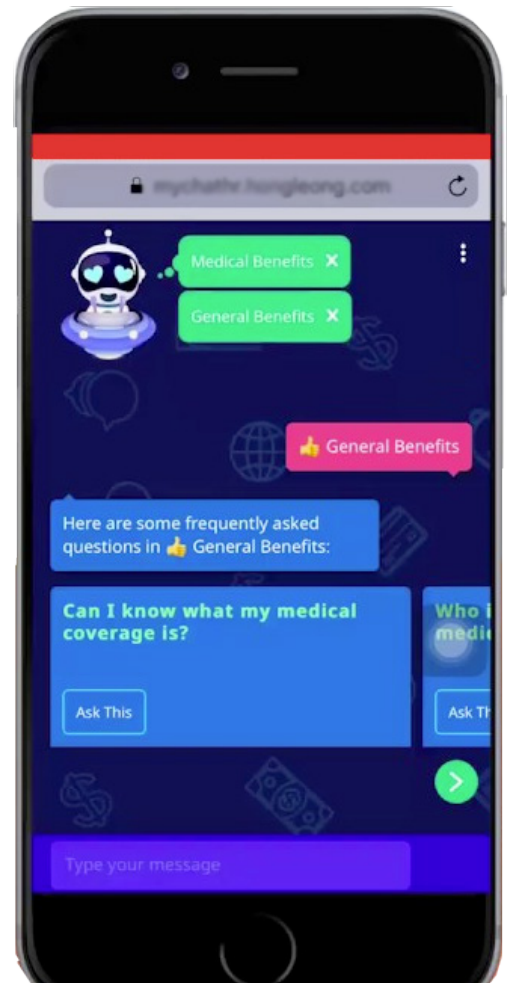
**Fiona Fong**  
Head of Human Resources  
Hong Leong Bank

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