

SUCCESS STORY

Healthcare manufacturer transforms HR enquiry management with AI



Chatbot integrates power of GenAI to offer exceptional 24/7 employee support



Employee engagement boosted



Savings of 3 FTEs - HR professionals can focus on more complex tasks



Multilingual AI chatbot has many potential applications

ARTIFICIAL INTELLIGENCE



BOTS



THE CHALLENGE

Improve employee engagement with automated HR support

- This pharmaceutical and chemical manufacturer wanted to harness GenAI in an HR chatbot. By automating answers to employee questions, 24/7 support could be introduced to improve employee engagement, provide immediate answers to questions, and improve HR operational efficiency
- To encourage uptake the chatbot must drive dynamic conversations in real time, mimicking human interactions without seeming contrived; integrate seamlessly with text-based documents including Word and PDF files; offer a user-friendly experience in natural language

THE ENGAGEMENT

A conversational AI platform for human resources

- To avoid the need for periodic investment in technology, the company chose a SaaS deployment on cloud with GCP tooling throughout. GFT and GCP initially produced a proof of concept (PoC) to showcase the capabilities of Generative AI on the Google Cloud Platform
- Following the success of the PoC the company asked GFT to develop a production-ready chatbot for use by its 10,000 US employees. The chatbot uses a RAG (Retrieval Augmented Generation) framework to ensure that results are based on the most recent, relevant data that can be trusted and includes robust security guardrails to prevent the large language model “hallucinating” or answering inappropriate questions

THE BENEFIT

A strategic solution with immense potential

- The new AI chatbot was well received by employees who are spared of the need to peruse lengthy HR documents and procedures manuals. The AI chatbot answers both routine and unusual questions and users appreciate the speed and accuracy of answers
- The success of the AI chatbot lies in its ability to integrate the immense power of GenAI in a simple chat interface. The large language model does not need to be trained with private datasets: it can simply be fed with raw text extracted from HR policies and other corporate documents, including Word and PDF files