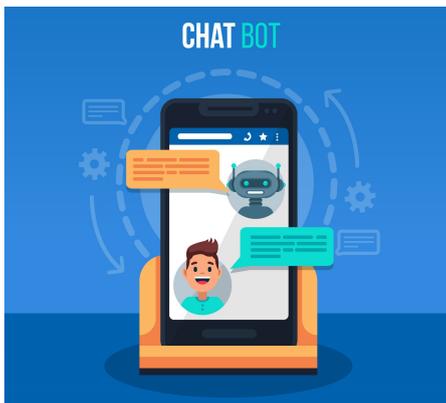


## ONBOARDING CHATBOT – DEDICATED PERSONAL ASSISTANT



### OBJECTIVE

*Create a Chatbot to provide new employees with a personal onboarding assistant and increase the productivity of newcomers.*

### CHALLENGE

Although the Client's company has the onboarding process and appropriate content, the onboarding itself involves multiple stakeholders with different roles, and the process often lacks compliance.

Realizing the importance of the first days for new hires, the Client came to Intetics for automation and standardization of the onboarding process. The main issues to deal with were outlined as:

- receive a structured process to follow;
- prevent missing of onboarding steps;
- aggregate data, including statistics and reports, in a single place;
- avoid duplication of content storage and therefore keep it up to date;
- collect onboarding statistics and make it accessible to people concerned.

### SOLUTION

Intetics team developed the solution which consisted of the following sections:

- content database with a direct connection to the documented knowledge base. So, there is no need to update content presented by a chatbot separately – it is read directly from Process Library;
- assignable roles for onboarding stakeholders with different access levels to reports and statistics;
- dialog analysis and setting framework with the ability to review and optimize chatbot performance;
- Natural Language Processing module for more natural and easy interaction;
- notifications to process stakeholders.

The Client uses MS Teams as an internal communication channel. So, it was used as a platform for a chatbot. Documented employee workbook was taken as a basis of conversation flow. In total chatbot can help in 13 knowledge areas, covering about 50 pages of documented processes.

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## RESULTS

The Client received guided onboarding process, with accessible statistics and adjustable content. Chatbot developed can be used not only by new hires but by current employees to learn about processes they do not use in their day-to-day activities.

## QUICK FACTS

- ✓ 50% decrease in HR workload during new hires' first week.
- ✓ Better process compliance among employees via structured, intuitive, and friendly help.
- ✓ Newcomers concentrate on production activities.

- ✓ Gamification of studying process.

