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HR Service Automation

Four ways to:
- Automate tasks,
- Relieve HR Departments,
- Increase productivity,
- Improve employee retention

Introduction : HR digital transformation

Digital transformation is affecting nearly all industry verticals and sectors, as companies begin to look to technology to facilitate processes, strategies and save resources.

The Covid-19 pandemic has disrupted businesses even more, introducing changes in how they deliver their services, cater to customer and staff needs and in nurturing their relationship with their employees. The sudden switch to remote work has introduced additional work to Human Resources, who have had to **revamp their people management operations and respond to the massive influx of employee requests for assistance**. Recruitment processes have had to **adapt to new remote procedures**, along with safety measures and the creation of new Covid-19 policies in addition to an HR team's usual tasks.

HR teams are swiftly adopting automated workflows as they shift from manual, paper-based processes, and spreadsheets to embrace HR service automation with the assistance of the latest technological advances. HR leaders understand that agile and fast-paced HR automation services can help their companies keep up with evolving business needs.

HR automation is the process of boosting the efficiency of a company's HR department solving repetitive tasks and allowing HR staff to focus on more complex, strategic matters.

Many HR teams have challenges to overcome, such as reduced HR budgets or staffing that require them to do more with an HR automation tool that can **automate manual tasks, simplify documentation procedures, relieve the burden of HR staff, and ensure compliance**.

Four ways bots can accelerate HR service automation

A clear feature in HR service automation is the deployment of bots that can **relieve HR departments while increasing productivity and improving employee retention**. But how can they do this, and what examples exist of their success?

Here we will showcase examples of how chatbots have helped automate HR tasks.

HR Bots

Increase support and productivity while cutting turnover

The changes brought on by Covid-19 **accelerated the need to automate HR processes** but also brought overwhelming challenges to HR teams suddenly facing an explosive increase in HR inquiries. Employees flocked to make questions over various issues ranging from daily operations, health coverage, remote working, on-site access, and travel options. This affected a vast number of companies of every size.

One example of an organization that faced this situation was the **European Organization for Nuclear Research, CERN**. Unable to handle the barrage of incoming questions, the organization needed a quick solution to **provide relief to their HR staff and their employees**.

CERN was aware that they needed to automate certain aspects of their HR services, and after carefully evaluating available solutions, **they turned to Inbenta** and its local Swiss partner Ilem for help.

In as little as 48 hours, Quark, a new Inbenta bot tailored for CERN **was prepared, and after crawling CERN's knowledge base for five days, the bot went live.**

With Quark up and running, **the HR bot handled responses at a rate of 93% in both French and English, seamlessly integrating with existing systems** and smoothly channelling complex inquiries that required human input to the CERN helpline when necessary.

The fact that the HR bot came **pre-configured with hundreds of HR topics and multiple content sources** that have been easily ingested and indexed means that employees who needed assistance found it easier to go through self-service or to resolve their queries.

As a result of this, there was less stress induced on overworked HR staff, team members benefited from the additional support, **reducing turnover and increasing productivity**.

Benefits Bots
Better inform employees about their benefits

HR staff are one of the main beneficiaries of chatbots and automated HR services. However, these services are focused on helping employees find the information they need. This can be anything from internal communication, FAQs, GDPR and Compliance, Social Media policies, Health and Wellness information or Benefits.

Chatbots can be used to **inform employees on important issues such as their benefits while relieving the HR department from responding to redundant queries**.

An example can be found at Groupe BPCE. The French banking group found that it was important to **inform members about withholding tax and its impact, as part of the tax withholding support system**.

[Groupe BPCE](#) wanted to set up a chatbot to raise awareness of the subject and to answer questions from employees within all the group's companies. **They deployed Bot'PAS, an internal chatbot capable of answering basic questions on tax retention, as well as more specific questions such as tax brackets.**

The PAS chatbot comes from the collaboration between Inbenta and Ayming, a leading player in Business Performance consulting, under the guidance of the BPCE Group's HRIS Department. This chatbot is the **result of Inbenta's BotFeeder program**, an outsourced knowledge base design service, with a **ready-to-use knowledge base written by business experts**.

Inbenta designed a chatbot based on its automatic language processing technology, with **more than 1000 new syntactic and lexical relations, to guarantee the correct answers**. With Ayming taking charge of the editorial aspect of the project and using its business expertise to design an optimized knowledge base with more than 300 pieces of content, the collaboration allowed for **ultra-fast deployment with the minimum use of resources**.

The chatbot was effective in delivering information on tax retention and in **saving time and resources to the HR team**. When asked about the effects of the implementation of the bot, Christian Verhague, Director of HR Operations within the BPCE Group stated:

> *"The Inbenta HR chatbot has made our HR department more open to human interactions by enabling the resolution of recurring cases that can be automated thanks to the HR chatbot."*

Christian Verhague
Director of HR Operations at BPCE Group

Applicant Bots
Streamline recruitment processes

Already mentioned as one of the new trends in HR service automation, **chatbots can play a key role in recruitment processes**. We can delve further into this. Recruiters are frequently flooded with applications for job positions. In fact, the average number of applications for a job is 118. Those are a lot of CVs to check. It isn't always possible to respond to every single application.

Chatbots can help with this as they specialize in **sending prompt feedback and status updates**. They can be programmed to **respond to applications providing automatic information** to each applicant so that they are least informed of the recruitment process and not left in the dark. This is important as it also helps **maintain a good reputation for the company** even if people are not recruited in the end, avoiding dreaded reviews on sites like Glassdoor.

HR teams can also leverage chatbots by using them to **scan through applications to collect vital information**, narrowing down suitable applications and making the process easier for recruiters. If a candidate is screened or rejected, the chatbot can send the pertinent message and **carry out actions like scheduling a call, by integrating with other systems such as company calendars and online booking systems**. The swifter the application experiences, the better the quality and effort employed by applicants, meaning **that higher-quality forms are being sent**.

Additionally, as more information is gathered, chatbots will be more efficient in detecting "right" and "wrong" answers and **ranking the most competent answers** and sending this information to the HR team. The fact that chatbots can communicate with applicants on different channels means that they can also ask quick questions, or even ask for confirmation for interviews via mobile phone or other channels seamlessly.
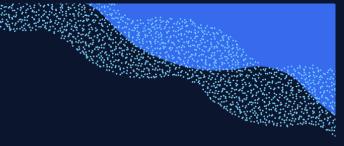
IT Bots

Improve internal communication & help other departments

Employees have a right to be updated on all their company's information. HR teams may not have the time to reply to all employee demands, and many businesses have optimized their Intranet to provide this information, but time is still wasted searching through FAQs to find help.

Partenamut, for example, is a mutual fund mainly active in Belgium with more than one million customers. Partenamut sought to improve their Intranet by asking Inbenta to **set up a chatbot for employees in more than 70 contact points**.

With this, the solution helped answer questions automatically and immediately 24/7, improving employee self-service capabilities and autonomy when searching for information on human resources issues and alleviating the demands of the HR department.

The chatbot, named Charly, deals with all **topics relating to human resources, such as paid leave, compensations and training**. In other words, it handles nearly 1000 questions per month, with a **correct answer rate of 80% and 100% self-**

service capabilities. If Charly cannot answer a question, it **seamlessly escalates the issue to the HR department**. Its efficiency has reduced requests for HR assistance by 20%.

As it is **integrated on Sharepoint**, Charly comes with an AIML social layer that lets it manage non-executive requests in addition to its basic functions. It also comes with a feature that allows the viewing of the top 3 content.

> "*In addition to relieving our HR support, the employee chatbot allowed us to identify the seasonal patterns of questions and then better manage our internal communications.*"
>
> Spokesperson for Partnamut

This is relevant because it showcases how to **use data and analytics to provide better assistance to users**. Data can be used to deliver personalized messages to employees based on past interactions, or actionable insights. These solutions can be carried out across all sections and process of an HR department, integrating with other departments if necessary. This way, for example, HR requests that need assistance can be resolved by **connecting with IT departments and seamlessly integrating with ticketing systems to provide IT support for internal employees with all the required data to deliver the help that is needed**.

CONCLUSION

HR departments acknowledge the **need to automate their services to save time and resources**. However, they need to rely on solutions that can optimize their resources while providing faster, better support, boost employee satisfaction rates and save time on recruiting and scheduling tasks.

Recognizing the need to implement these services is the first step. Choosing the ideal solution is the next one. With the need to find quality packages with proven use-cases promptly as more businesses have deployed new work conditions due to Covid-19, **Inbenta has stood out as a provider that can guarantee guidance and a quality solution that can perfectly fit each company's needs**.

Inbenta's HR service automation solutions allow employees to have easy access to check their benefits, request personal days, or join activities effortlessly, without the need to request assistance from HR. This way, **HR staff can focus on solving complex issues**.

This is not all, HR staff can also leverage Inbenta's chatbots to parse through applications, find ideal candidates and quickly respond to them, allowing for shorter, high quality, better-informed applications in the recruitment funnel.

Both HR and employees can be better informed on company-related information, and by making the most of the gathered information. What's best is that chatbots are always learning. So, if an answer cannot be answered the first time, it can learn for future references to **deliver assistance over multiple languages, in multiple languages and 24/7, while consistently improving with clear usage analytics**.

With so many changes occurring in the workplace, the new normal includes remote teams, the need for seamless integration and the deployment of HR service automation. **With conversational AI and Inbenta's chatbots, you can reach out proactively to employees anytime, anywhere while still maintaining a human touch.**

To know how it works, **click here**.

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Inbenta is a global leader in a new class of enterprise AI and semantic search technology for e-commerce and customer support.

Powered by natural language processing, Inbenta's products are used by over 250 companies to drastically boost self-service, enhance customer experience, increase conversions, and cut down on support costs by helping customers find exactly what they need.

Inbenta specializes in conversational chatbots, virtual assistants, e-commerce search, support ticketing, hybrid chat, and knowledge management.

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