CHATBOT THAT ANSWERS HR QUERIES

Analysis & Optimization Tailoring Channel experience	Reduce Manual Intervention Maximize **Personnel Productivity**	**24/7** **HR Support Services**	**Reduces Cost/Contact** BOTs handle questions with ease

The Client

A leading financial institution (FI) in India with over 50,000 employees

Industry

Banking

Overview

The Client is India's second largest bank in terms of Assets and market capitalization and is one of the Big Four banks of India with over 50,000 employees. It is a financial services company and offers a wide range of banking products and financial services for their customers. Many customers reach out to the bank for queries related to their products.

Business Challenge

The FI in-house call center, team of 50, responds to employee queries regarding employee benefits and related HR policies. Our client wanted to automate the task.

Our Approach:

Quadratyx deployed SRIA with additional features such as:

→ User-friendly interface that takes in both voice and text inputs.
→ Perform spell-checks on the text inputs, giving the user the option to choose the right spelling.
→ Bot provides 'Intelligent Replies' & learns over time.
→ Identifies knowledge gaps and helps in adding new knowledge.
→ Escalate seamlessly to a human agent as and when required.
→ Descriptive and Prescriptive analytics on past employee queries

Outcomes

✓ Employees now enjoy 24*7 HR support services.

✓ Freed call center staff from repetitive tasks to focus on more complex queries.