

Now, bots apply for leave, book flights

Cos Bring In AI Assistants To Offer Seamless Conversations

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As more millennials join the workforce, businesses are looking to connect with this generation in a way that is frictionless. Meet Chia, Jinie and the likes - from applying for leave to booking flights and placing expense reimbursement requests, these bots are doing it all as employees chat with them.

At Chennai-based Ramco Systems, Chia integrates with existing messaging apps – Slack, Microsoft Teams, Skype as well as productivity software like Office 365 and Google Suite.

Besides chatting with employees for all HR related queries, Chia streamlines HR services like scheduling, onboarding, payroll and expenses.

“Ramco Chia operates on the premise that conversation is the new UI, or user interface. The digital workflow should be fast and easy to navigate, so that decisions can be made quickly and efficiently. Chia responds to voice and text commands, with an ability to understand and respond that is rapidly becoming more seamless and sophisticated,” said the Ramco spokesperson.

Bengaluru based Senseforth’s HR bot comes with 26 pre-built modules such as compensation & benefits, career management and employee wellness and is capable of addressing day to day queries, performing tasks on behalf of employees and also make career management suggestions.

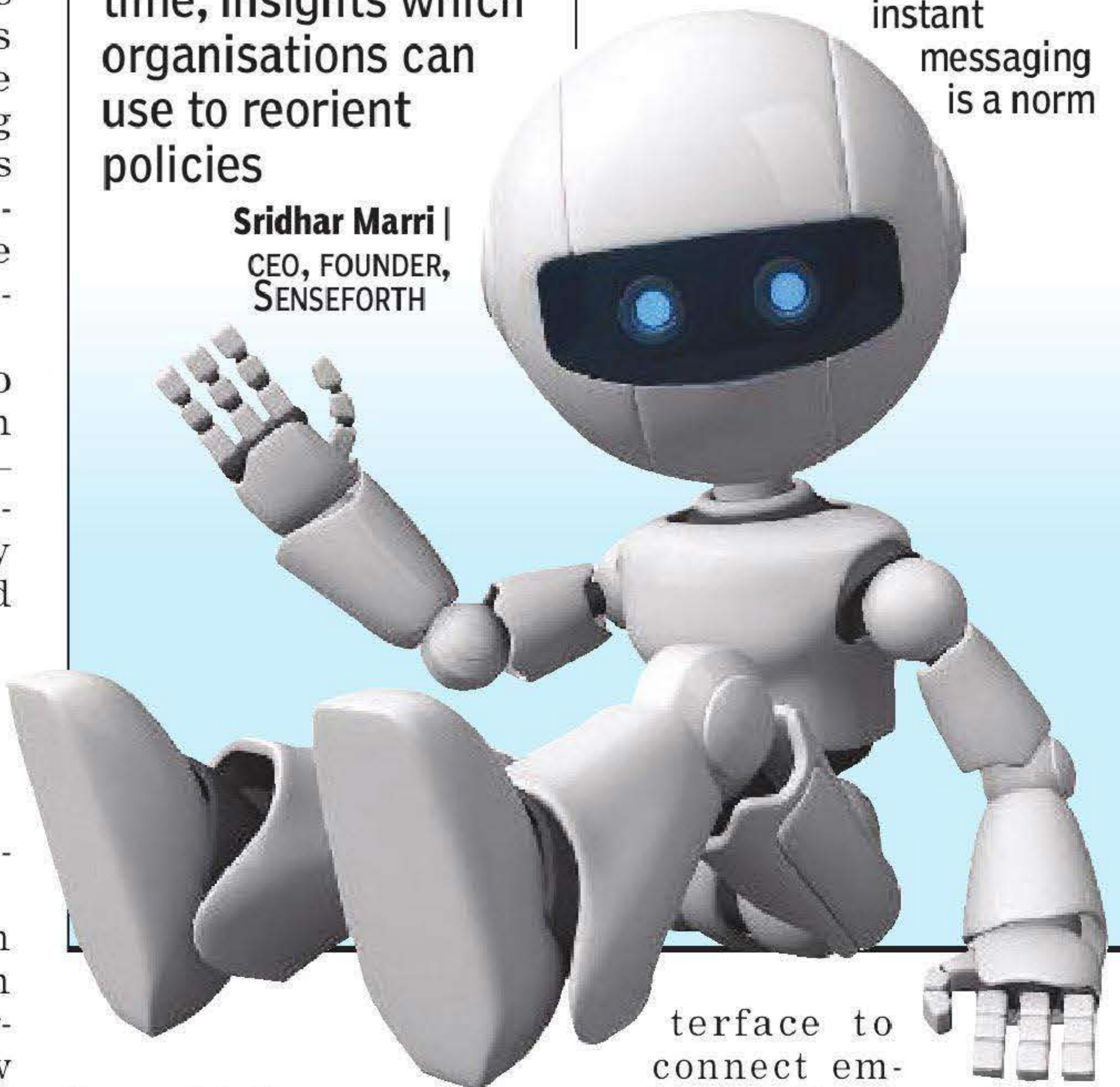
“Organizations spend mil-

REALLY **VIRTUAL**

What appeals to most employees who use such bots is their self-learning ability and also their wit

“HR Bots now track employee satisfaction levels all year long with real-time, insights which organisations can use to reorient policies

Sridhar Marri |
CEO, FOUNDER,
SENSEFORTH



lions of dollars every year on cumbersome employee satisfaction surveys. With our HR Bot, enterprises can now track employee satisfaction levels from a 365 degree perspective all year long, with real-time, meaningful people insights which the organization can use to reorient their policies and practices,” said Sridhar Marri, CEO and co-founder, Senseforth who has clients like ICICI Lombard using the bot.

With clients across sectors like pharma and travel sectors, Jinie has over 2500 first adopters. The HR bot from PeopleStrong, Jinie is an on-demand worklife assistant. “It’s an all encompassing in-

➤ The bots integrate with most messenger applications like Facebook, Messenger, Slack

➤ Using natural language processing, bots are able to process and respond like a normal conversation

➤ Employees can use these bots to apply for leave, place travel requests, ask for salary slips etc

➤ Some like the Senseforth HR bot also makes career management suggestions

➤ Bots appeal to the millennial workforce for whom instant messaging is a norm

terface to connect employee with whatever he or she does in the worklife. With the power of NLP, interacting with Jinie is as easy as speaking to a friend, only better because of its 24X7 availability and response time of a split second,” said Pankaj Bansal, CEO, PeopleStrong.

What appeals to employees is the self learning ability of these bots and their wit.

“If I tell the bot I want to travel on Monday, Chia automatically picks up the date. Based on my past travels, Chia knows I prefer a early morning flight out and a late flight in. So it becomes easier as you chat with the bot,” said a Ramco employee.