

Generative AI chatbot for HR Q&A

PE backed Multi-channel Video Streaming & Satellite Service Provider

Developed a HR Chatbot leveraging Anthropic Claude (LLM) to enhance employee support by efficiently addressing queries related to corporate regulations and internal policies, ensuring uniform and timely responses

Digital service company needs AI chatbot to address Q&A

Picture this...

You're looking for reducing significant amount of time in checking the documents and tailoring appropriate responses to employee queries.

You turn to Accordion.

We partner with your team to build a web-based chatbot capable of indexing data from HR document repository and leverage Anthropic Claude (LLM) to generate responses for user queries, including:

- 1) Developing a user-friendly interface to facilitate seamless interactive conversations on the contract repository.
- 2) Providing users the functionality to check the source document from the knowledge base leveraged for the response along with confidence scores.
- 3) Enabling chat encryption, abuse monitoring and kill switch functionalities to ensure data security.

Your value is enhanced.

You have reduced operational burden on HR team and improved employee experience by providing real time and near accurate answers based on the knowledge base. You have deployed the tool securely on client's AWS environment, with ring-fencing measures to ensure data integrity and confidentiality.

GENERATIVE AI CHATBOT FOR HR Q&A

KEY RESULT

- Impact 1...
- Impact 2...

VALUE LEVERS PULLED

- Gen-AI based conversational Q&A chatbot
- Access previous conversations and user demographics
- Ring-fencing measures

2

Generative AI Chatbot for HR Q&A

Situation

- Client has a large employee base and faced significant administrative burden in responding to HR policy queries from employees
- Client maintains an extensive repository comprising hundreds of documents, each containing overlapping and interrelated information. HR team spends significant amount of time in checking the documents and tailoring appropriate responses to employee queries
- Partnered with the client to develop a HR chatbot leveraging Anthropic Claude model to enhance support by efficiently addressing employee queries related to corporate regulations and internal documentation, ensuring uniform and timely responses

Accordion Value Add

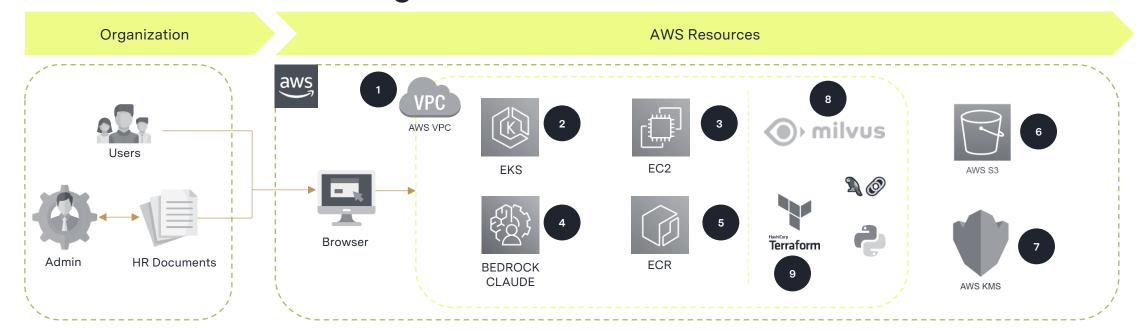
- Developed a web-based chatbot capable of indexing data from HR document repository and leverage Anthropic Claude (LLM) to generate responses for user queries
- User-friendly interface to facilitate seamless interactive conversations on the contract repository
- Provided users the functionality to check the source document from the knowledge base leveraged for the response along with confidence scores
- · Enabled chat encryption, abuse monitoring and kill switch functionalities to ensure data security

Impact

- Reduced operational burden on HR team and improved employee experience by providing real time and near accurate answers based on the knowledge base
- Deployed the tool securely on client's AWS environment, with ring-fencing measures to ensure data integrity and confidentiality

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HR Chatbot Solution Design - AWS Platform



AWS VPC enables the user to create and manage isolated virtual networks in the AWS cloud environment

Amazon Bedrock/Claude provides LLM services for text generation and embeddings

AWS KMS is a key management service that will be used to generate and store keys used for data encryption

AWS EKS is a scalable container service which will be used to host the web application, orchestration

ECR provides a registry to store container images and upload to different Amazon container services

Milvus is an open-source vector database and will be used to store the vectorized documents and perform similarity search

- **EC2** provides resizable compute capacity to host the Milvus vector database
- AWS S3 is a scalable and secure storage service which will be used to store historical logs and conversations

Terraform is an Infrastructure as a Code tool that simplifies designing and deploying cloud architectures

Data is securely transferred between chat bot and app service by SSL/HTTPS secure connections

HR chatbot

