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.

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

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

HR Chatbot Solution Design – AWS Platform

Organization

AWS Resources

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

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

3. **EC2** provides resizable compute capacity to host the Milvus vector database

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

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

6. **AWS S3** is a scalable and secure storage service which will be used to store historical logs and conversations

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

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

9. **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

Files uploaded by HR team

User query

Client logo

Client GPT

Upload Documents   Settings   User name

+ New chat

Search...

⟵|

Mode: HR

Relevance Score

💬 Hi

💬 What is ppl?   ✏️ 🗑️

Relevance Score
Source document(s):
Paid Parental Leave FAQs_ Management_Bargained_ U.S._ July 2023_FINAL.pdf, Paid Parental Leave Policy.pdf

Rate the response: 👍 👎

👤 What is paid parental leave?

ℹ️ Paid parental leave is a benefit provided by client that gives eligible employees paid time off for the birth, adoption, or foster care placement of a new child. Employees can receive up to 4 weeks of paid time off to bond with their new child.

To be eligible, employees must meet the eligibility criteria outlined in the policy such as being a full-time employee, being the parent named in the legal documentation, and meeting the service requirements. The leave must be taken within 6 months of the birth or placement. Employees are required to submit documentation to request and certify the leave.

The paid parental leave runs concurrently with FMLA and any other federal, state or local paid parental leave benefits. Employees in Canada are not eligible for this specific policy. Unused paid parental leave is not paid out at termination.

Confidence: **85%**

Relevance Score
Source document(s):
Paid Parental Leave Policy_July.pdf, Paid Parental Leave Policy_August 2023_FINAL.pdf, Paid Parental Leave Policy.pdf

Rate the response: 👍 👎

⇄ Regenerate

Type a messsage   ➤

The responses provided by the chatbot may not always be perfectly accurate. Use the information as a reference and verify critical details from sources.

Relevance Score   ⊡ ✕

Name: Paid Parental Leave Policy.pdf
Score: 78%

Name: Paid Parental Leave Policy_July.
pdf
Score: 77%

Name: Paid Parental Leave Policy.pdf
Score: 74%

Name: Paid Parental Leave Policy_Aug
ust 2023_FINAL.pdf
Score: 73%

Multi **format** support

🗑️ Clear conversations