1. General Company Policies

- What is the company's mission or culture?

- Where is the company's office located?

- How do I update my employer details on LinkedIn/Twitter?

- What are the company's social media links?

- What is the version history of the policy book?

2. Code of Conduct & Workplace Policies

- What is the company's Equal Opportunity Policy?

- What constitutes harassment/discrimination? How do I report it?

- Can I work for a competitor while employed here? (Conflict of Interest)

- What is the policy on gifts/bribes?

- Is alcohol/drug consumption allowed at work? What are the consequences?

- What is the dress code policy?

  - What is acceptable for men/women?

  - What should I wear at client locations?

3. Employment & Separation

- What is the retirement age at MPC?

- What happens if I resign? How do I submit a resignation?

  - What is the notice period? Can it be waived?

  - How is the notice period calculated?

- Can the company terminate me without notice? Under what conditions?

- What is the policy for unauthorized absence?

4. Working Hours & Leave Policies

- What are the standard working hours?

- How do I request Work From Home (WFH)?

- How many annual leaves do I get? How are they accrued?

  - Can unused leaves be carried forward? What is the lapsing policy?

- How do I apply for leaves? (Annual, Paternity, Maternity, Bereavement, Unpaid)

- What documents are needed for maternity/paternity leave?

- How many bereavement leaves can I take?

- What is the leave encashment policy?

- How is the encashment amount calculated?

- What is the process to request encashment?

5. Payroll & Benefits

- When is salary credited?

- Who should I contact for payroll queries?

- What is included in my salary structure?

- How does insurance work?

- Can I add dependents? What documents are needed?

- What are the insurance plan options (3L/5L/10L)?

- How are premiums deducted?

6. Reimbursements & Certifications

- How can I get certification costs reimbursed?

- What are the eligibility criteria?

- Who approves certifications for my stream (HCM/ERP/ERP Tech)?

- What happens if I leave within 6 months after reimbursement?

7. Referral Program

- How does the referral bonus work?

- What is the bonus amount based on experience?

- When is the bonus paid?

- Can I refer family members?

8. Company Property & Confidentiality

- Can I use company assets for personal work?

- What is the Non-Solicitation Clause after leaving the company?

- What is the confidentiality policy?

9. Miscellaneous

- How many public holidays are there? Where can I find the calendar?

- What is the process for submitting complaints/grievances?

- Where can I find the latest policy updates?

Training Considerations for the Chatbot

1. Natural Language Processing (NLP): Train the model to understand synonyms (e.g., "payslip" = "salary slip").

2. Context Handling: Employees may ask follow-up questions (e.g., "How many leaves can I encash?" → "How is the amount calculated?").

3. Policy Updates: Ensure the chatbot refers to the latest policy version (V1.5 as of 14-May-2025).

4. Fallback Mechanism: For ambiguous queries, prompt users to rephrase or contact HR (e.g., *"I couldn't find that. You may email HR at hr@mpccloudconsulting.com."*).