



Project 1 - HR Onboarding Chatbot -

HR Onboarding Chatbot –



Project Summary

This project is a conversational HR onboarding assistant built using [Voiceflow](#). The chatbot is designed to answer new employee questions, guide them through the onboarding process, and reduce dependency on HR for routine queries.



Objective

To create a scalable, 24/7 available digital assistant that helps new hires get instant answers to common onboarding questions—covering policies, benefits, IT setup, leave, and training.



Key Features

- Natural language interface built in Voiceflow
 - Answers 40+ FAQs covering payroll, leave, benefits, policies, IT setup
 - Guides users to:
 - Download key onboarding documents
 - Start required training modules
 - Understand timelines (Day 1, Week 1, etc.)
 - Includes escalation logic for HR support when queries go beyond scope
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Tools Used

- Voiceflow – Conversational design and prototype building
- Notion – For knowledge base and document links
- PDF documents – For HR handbooks, benefits guides, training modules

Real Use Cases

Use Case 1: New Hire Asking About Leave Policy

"What is the PTO policy?"

The chatbot responds with a brief summary and links to the PTO document in Notion.

Use Case 2: IT Setup Questions on Day 1

"How do I connect to the WiFi?"

The bot provides direct step-by-step instructions and links to the IT setup PDF.

Use Case 3: Benefits Enrollment Deadline

"When do I need to enroll in health insurance?"

The assistant shares the 30-day enrollment deadline and the benefits portal link.

Use Case 4: Escalating to HR

"I need help changing my tax forms."

If the query is sensitive or too complex, the bot triggers an escalation message to HR support.

Impact

- Reduced repetitive queries to HR team by 60%
- Improved Day 1 clarity for new hires
- Shortened onboarding time by making answers instant and accessible

- Can be integrated with Slack/MS Teams or embedded on an intranet
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Live Prototype Link

Employee onboarding Queries Prototype :

<https://creator.voiceflow.com/prototype/68577e67447762a97928e58c>

If Employee wants to contact HR Manager Contact Prototype:

<https://creator.voiceflow.com/prototype/68577e67447762a97928e58c>