**HR AI Use Cases**

**Problem**

* Leave balance and policy clarification
* Reimbursement status
* Pay slip and tax document requests
* Holiday calendars and WFH guidelines
* Onboarding document checklists

Responding to these queries manually is time-consuming and delays support for more strategic HR tasks.

**Solution: HR ChatGPT Co-Pilot Bot**

A ChatGPT-powered co-pilot bot embedded in tools like **Teams, Slack, or a company intranet** that acts as a **smart HR assistant**, trained on:

* Company HR policies
* Leave & attendance systems
* Payroll (QuickHR etc.) & compliance SOPs
* Employee handbooks
* Internal MS ecosystem
* Internal ticketing systems (e.g., ServiceNow, Fresh service)

**Practical Tasks It Handles**

1. **Policy Clarifications**

* "What is the maternity leave policy?"
* “What is the parental leave policy for contract employees in Singapore?”
* "Are we allowed to work remotely on Fridays?"

1. **HR Process Assistance**

* "How do I raise a grievance?"
* "How to apply for internal job postings?"

1. **Leave and Attendance Queries (**Agentic AI workflow integration)

* "How many leaves do I have left?"
* "Can I take casual leave during my probation?"
* “Can I encash my remaining annual leave if I resign in July?” - This trigger HR intervention and sets calendar invite with HR team

**Business Benefits**

* 60–80% reduction in HR ticket volumes using self-service & self-query
* 24x7 self-service HR support
* Better onboarding experience for new hires
* Frees up HR bandwidth for employee engagement & strategy
* Saves 30–50% of HR team’s time on L1 support

**Use Cases**

* **Use Case 1 - Employee Self-Service Chatbot**
* **Use Case 2 - Employee Well-being & Harassment Support**
* **Use Case 3 - Employee Onboarding Assistant Bot**

**Use Case 1 - Employee Self-Service Chatbot**

#### **Use Case:**

An AI assistant that retrieves company policies, interprets HR guidelines, and autonomously responds to employee queries or routes complex cases to the right HR personnel.

#### **Example Prompt:**

* “What is the parental leave policy for contract employees in Singapore?”
* “Can I encash my remaining annual leave if I resign in July?”

#### **Data Sources:**

* HR policy documents (SharePoint/HRIS)
* Past resolved cases
* Employee handbook PDFs
* Local labor law documentation (MOM)

#### **Agentic Layer Actions:**

* Auto-classify queries (leave/payroll/benefits)
* Trigger workflows like leave encashment approval
* Escalate edge cases to HRBP

#### **Benefit:**

Reduces HR ticket volume, ensures policy clarity, and speeds up response time.

**Use Case 2 - Employee Well-being & Harassment Support**

**Use Case**

1. Employees often hesitate to report **verbal, physical, or sexual harassment**, fearing retaliation, shame, or lack of confidentiality.
2. HR struggles with **early detection** of stress, burnout, or toxic behavior.
3. Wellness surveys are reactive, not real-time.
4. Counseling, grievance, or escalation workflows are fragmented.

#### **Example Prompt:**

**Employee** (anonymous):

I’ve been facing uncomfortable behavior from a senior colleague for 2 weeks.

**AI Agent**:

I'm sorry to hear that. You’re not alone, and you deserve respect at work.

Would you like to:  
A) Share what happened  
B) Understand your reporting options  
C) Talk to a counselor

**Employee**:

Option A

**AI Agent**:

Please describe the incident in your own words. I won’t share this unless you agree.

(After collecting account...)

Based on what you've shared, this may qualify as workplace harassment.  
Would you like me to:

* Log this anonymously for pattern detection
* Escalate to HR with your name
* Connect you to our external legal aid or EAP counselor

#### **Benefit:**

* Mental Health - Early support, fewer burnouts
* Legal & Compliance - Timely, trackable escalation
* HR Effectiveness - Proactive issue identification
* Employee Trust - Higher reporting transparency

**Use Case 3 - Employee Onboarding Assistant Bot**

Guide new hires step-by-step through onboarding — from welcome to Day 1 tasks.

Build an **intelligent onboarding assistant bot** that automates and guides new hires through the entire onboarding journey — from offer acceptance to Day 30 — while also assisting HR and IT in tracking the process.

**Key Functions**

* Sends welcome message after offer acceptance
* Shares joining checklist & links to upload documents
* Tracks task progress (PAN, Aadhaar, bank, tax forms, etc.)
* Books calendar slots for induction, buddy meeting, IT setup
* Answers onboarding-related FAQs: “Where is the office?”, “What’s the dress code?”

**Example Prompt (End User)**

* User: “Hi HR bot, I just joined this week. Can you help me complete my onboarding tasks?”
* Bot: “Welcome! You need to upload 3 documents and complete the ‘New Hire Orientation’ module. Want me to send the checklist now?”

**Data Sources:**

* SharePoint HR Knowledge Base
* Internal Share point and One drive
* Excel/OneDrive employee documents
* HRMS APIs (SAP SuccessFactors, Workday, Darwinbox, etc.)
* Outlook Calendar for meeting set up

#### **Benefit:**

* Reduces onboarding coordination time by 70%
* Enhances Day 1 experience for new hires
* Ensures process compliance with minimal manual tracking