

Policy Knowledge Base:

Question	Answer
What is the annual leave entitlement?	Employees are entitled to 24 days of annual leave per year.
How many casual leaves can I take in a year?	You may take up to 8 casual leave days annually.
What are the working hours?	Standard working hours are 9:00 AM to 6:00 PM, Monday to Friday.
What is the dress code policy?	Business casual attire is expected from Monday to Thursday; Fridays are casual.
How do I apply for parental leave?	Apply through the HR portal under 'Leave Type: Parental' with documents.

Sample Routine Tasks:

Employee	Request	Sample Response
Raj	Check leave balance	You have 7 annual leaves and 2 casual leaves remaining.
Priya	View holiday list	Here's the 2025 holiday list: [list of holidays]
Anil	Update emergency contact	Please confirm the new contact. Your update has been saved.
Meera	Apply for 2 days casual leave	Your leave for 2 days has been submitted for approval.

Escalation Cases:

Query	Escalation Reason
"Why was my bonus lower than expected?"	Needs HR manager review (financial)
"I faced harassment during a meeting."	Sensitive HR issue
"Why is my tax deducted incorrectly this month?"	Complex payroll/tax case
"I need to speak to someone about a medical emergency."	Requires urgent HR intervention

