Technology is evolving organisational communication

Let's give you the Automated Virtual Assistant

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Avilya

To translate that into improved HR Service Delivery

What we do

Mission statement:

Make HR Service Delivery faster, easier and personalised through intelligent A.I

What the market is saying

71% of companies see people analytics as high priority in their organisation.

47% of companies have HR software that is over 7 years old.

Deloitte report in Global Human Capital Trends - 2017

270 Queries Logged to HR on average per month in a company of 200 employees. HR spend between 50-70% of their time answering queries.

Empxtrack query volume assessment report - 2016

Global market for chatbots is estimated at over US$1bn. It is forecast to be worth US$1.86 billion by 2020 and is set to triple in size in a decade.

Accenture report: Chatbots in Customer Service - Nov 2016

The Problems With Employee Service Today

01

Service quality and speed

Employees are frustrated with service speed, quality and accessibility

03

Repetition, Repetition, Repetition

HR Service departments are bogged down by repetitive and frequently asked employee queries

02

Lack of communication insight

Management teams desire more information to understand what employees are really concerned about

You Know This With Your Customers

“Customers have experienced a mind shift: They expect any desired information or service to be available…on any appropriate device...in context...at their precise moment of need.”

Forrester Research

We Know This

Sharon
Account Manager

Sharon travels a lot to meet clients all across the globe. She needs to regularly check the overseas expenses policy for each territory.

The time difference in Sydney means Sharon must log a service ticket or email People Services and wait until the morning. Sharon would really like a 24/7 service accessible by mobile with an instant response.

With Your Staff

Nico
People Services Team

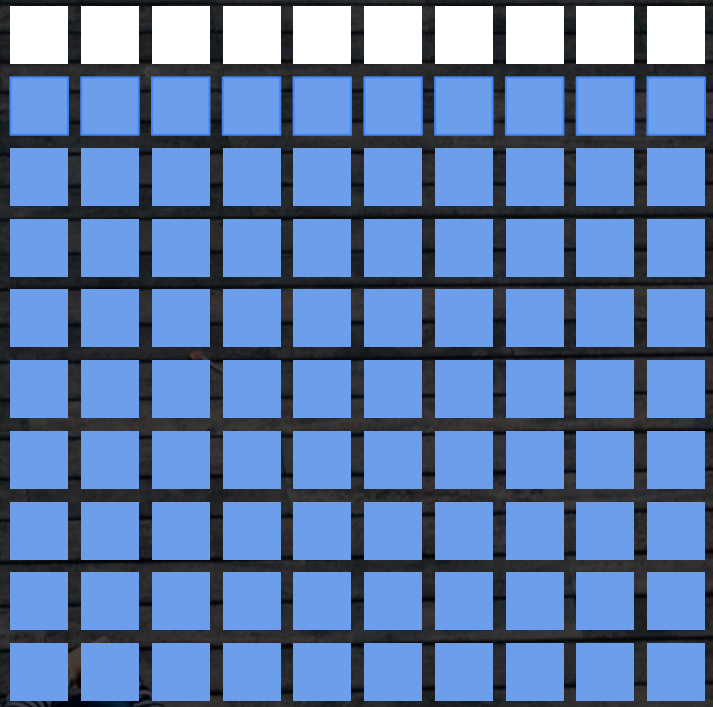
Nico spends a large proportion of his day answering similar employee queries about leave, benefits and payroll.

He does it with a smile but longs to use his knowledge of employee concerns to assist the talent management team retain skilled individuals.

Give employees what they want

What if you could instantly answer 90% of queries via self-service on any device using Artificial Intelligence.

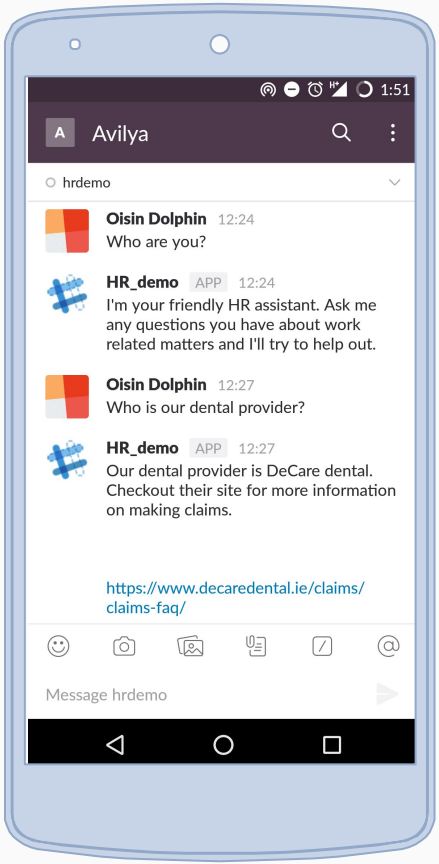
Save your HR staff from tedious work. Provide a consumer grade service for employees.

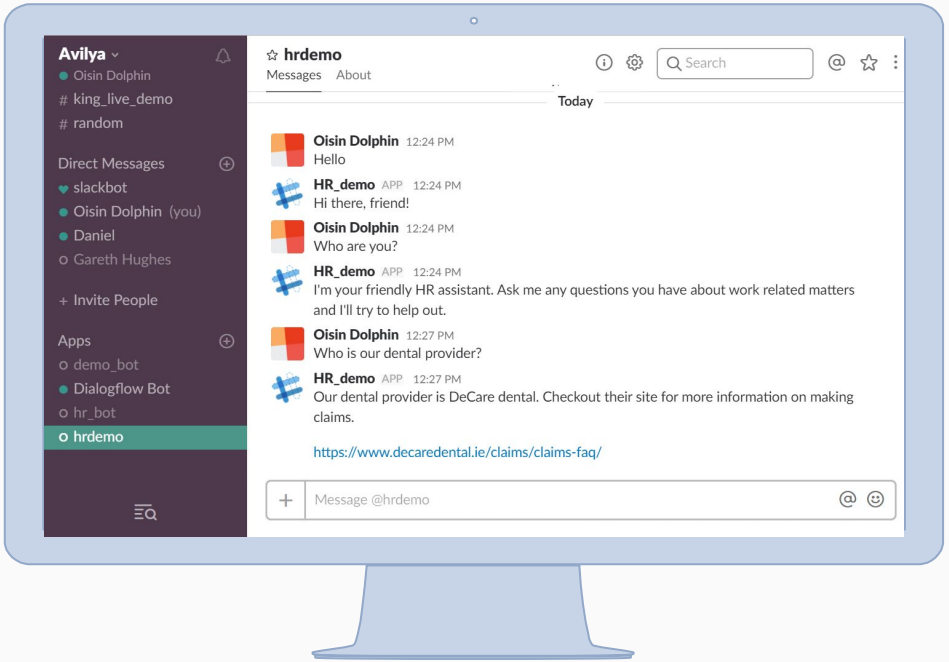


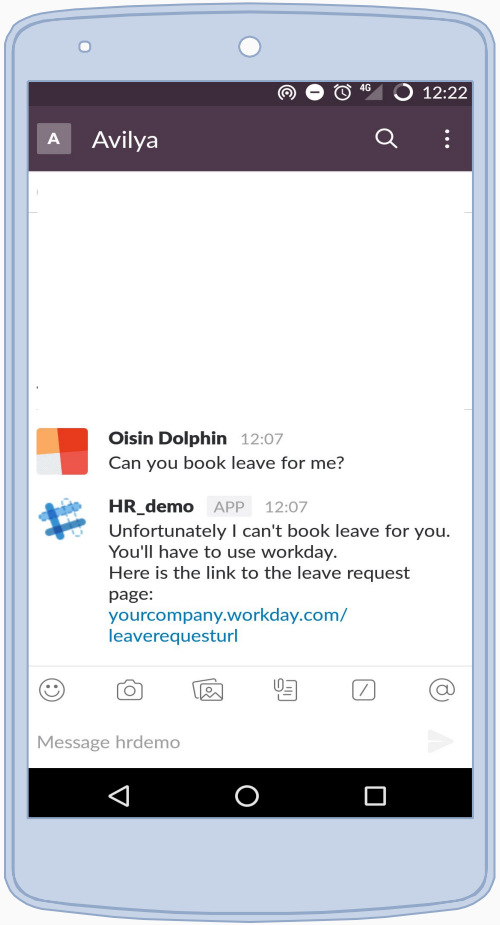
Our Solution

How it works - Our AI Virtual Assistant

Users interact with the Assistant as if messaging a work colleague by direct message on company chat platform.

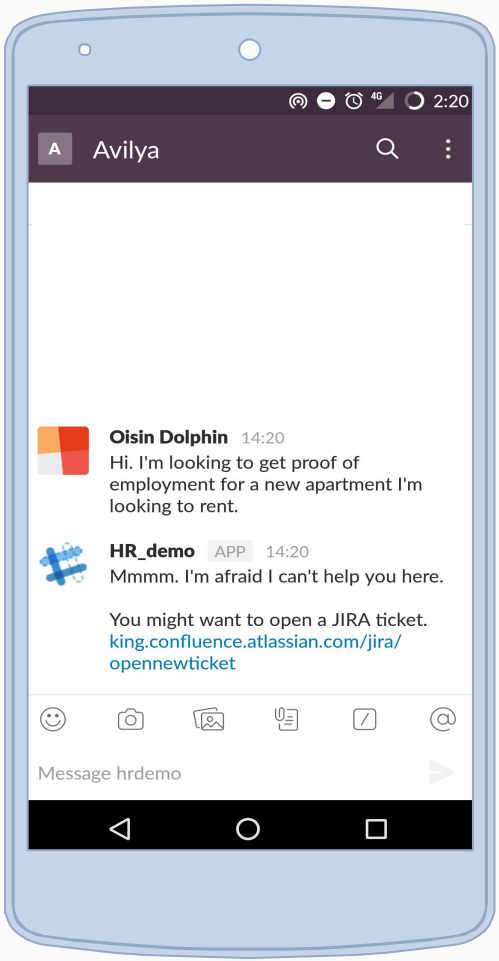






Deep links

The Assistant can also save users time by providing deep links to process forms they are looking for.



Query Failure

When the Assistant does not understand the query in initial versions it will prompt the user to open a service ticket.

Integrations Suite

Our Assistant knows how to fit in with your existing chat platforms and speak to current HRM Systems

Game Changers

Portability

Ready for use on any device, anywhere in the world.

Easy Integration

No need to switch to a new platform. We'll link in with your current setup.

Available 24/7

Our AI Assistant never misses a day. Ask a query at any time, as many times as you like.

Security

Your data is secure. All data is stored in the EU, no third parties.

Control

Change in policy? We leave the knowledge bank open for you to keep our Virtual Assistant up to date with organisational changes.

Query Escalation

No need to worry if your query falls outside the AI's knowledge range. We'll call in your experts for help and make sure we get it right next time.

And More

Recording Data Insights

Customisable Reporting

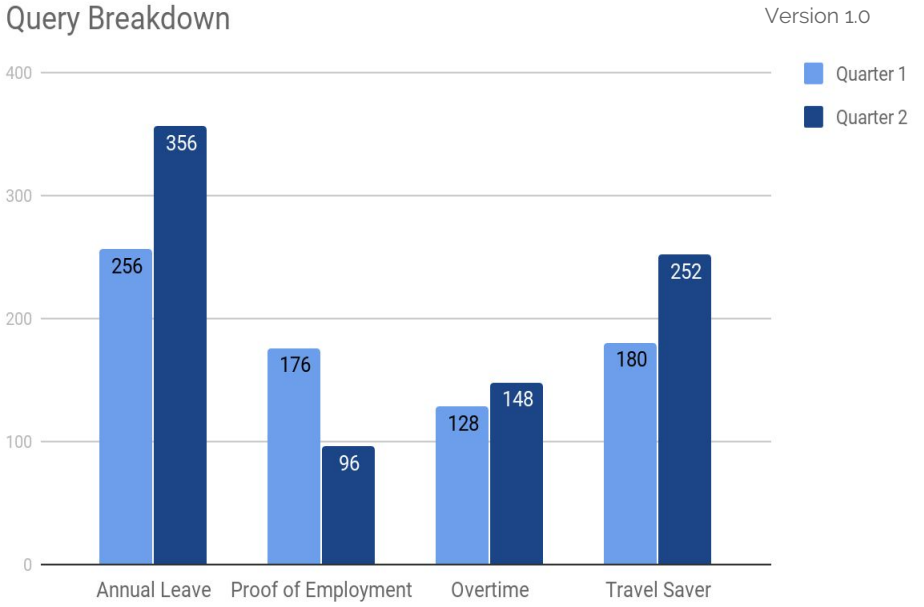
Report on frequently asked questions. Identify communication pain points in your organisation

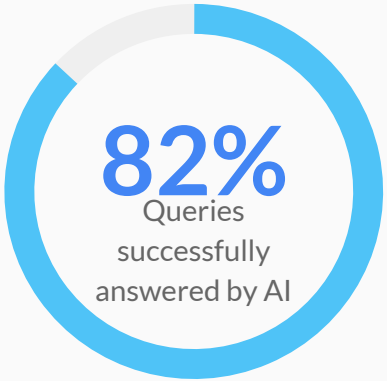
Keep tabs on Service Levels

Track how many queries the bot successfully answers. Identify the content of escalated queries

And we're live!

Live data visualisations presented to management in a web browser. Or, pass the raw data straight to the People Analytics Team





Continuously Improving Service Delivery

Step 1: User Interaction

User interacts with the Assistant. The Assistant attempts to answer the question with a suitable response from its knowledge repository.

Step 2: Unsuccessful Queries Analysed

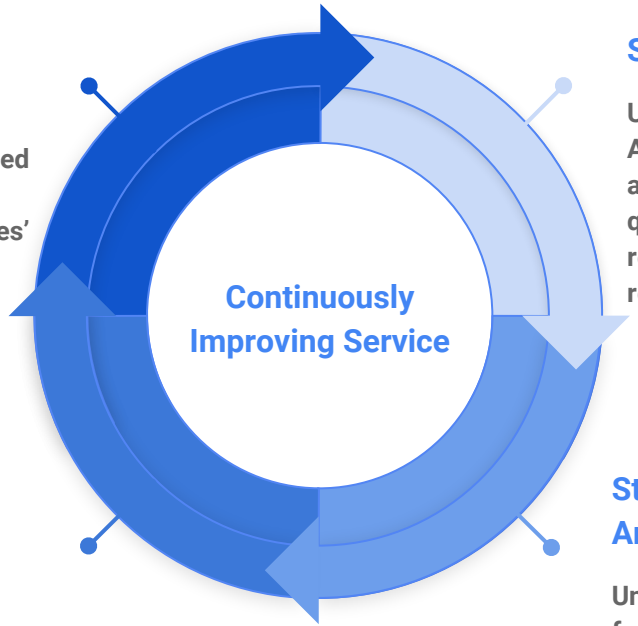
Unsuccessful queries are investigated for content, context and accuracy of the AI engine's response.

Step 3: Improving the AI

These queries are corrected with an appropriate response that is installed in the AI knowledge repository for the Assistant to learn from.

Step 4: Improving the Service

The improved Assistant is pushed live, equipped with a better understanding of your employees' queries.



Potential Feature Release Whiteboard

Version 1.0

Document Management

Feature Description

Employees will be able to upload and search for documents with Avilya. For example request a payslip, proof of employment letter, upload expense receipts and much more.

Customer Value

Workforce Management

Feature Description

Users will be able to ask Avilya to search the workforce to see who is currently available or booked on projects. The employee search can be conducted using grade, skills and name.

Customer Value

Company Wide Announcements

Feature Description

Avilya will allow management to make company wide announcements about social events, new policies or procedures, surveys and more. Avilya can even deliver custom messages to specific teams.

Customer Value

Performance Management

Feature Description

Users can ask Avilya to request performance feedback and appraisal from coach to coachee. It can even suggest times to meet and submit a booking for approval.

Customer Value

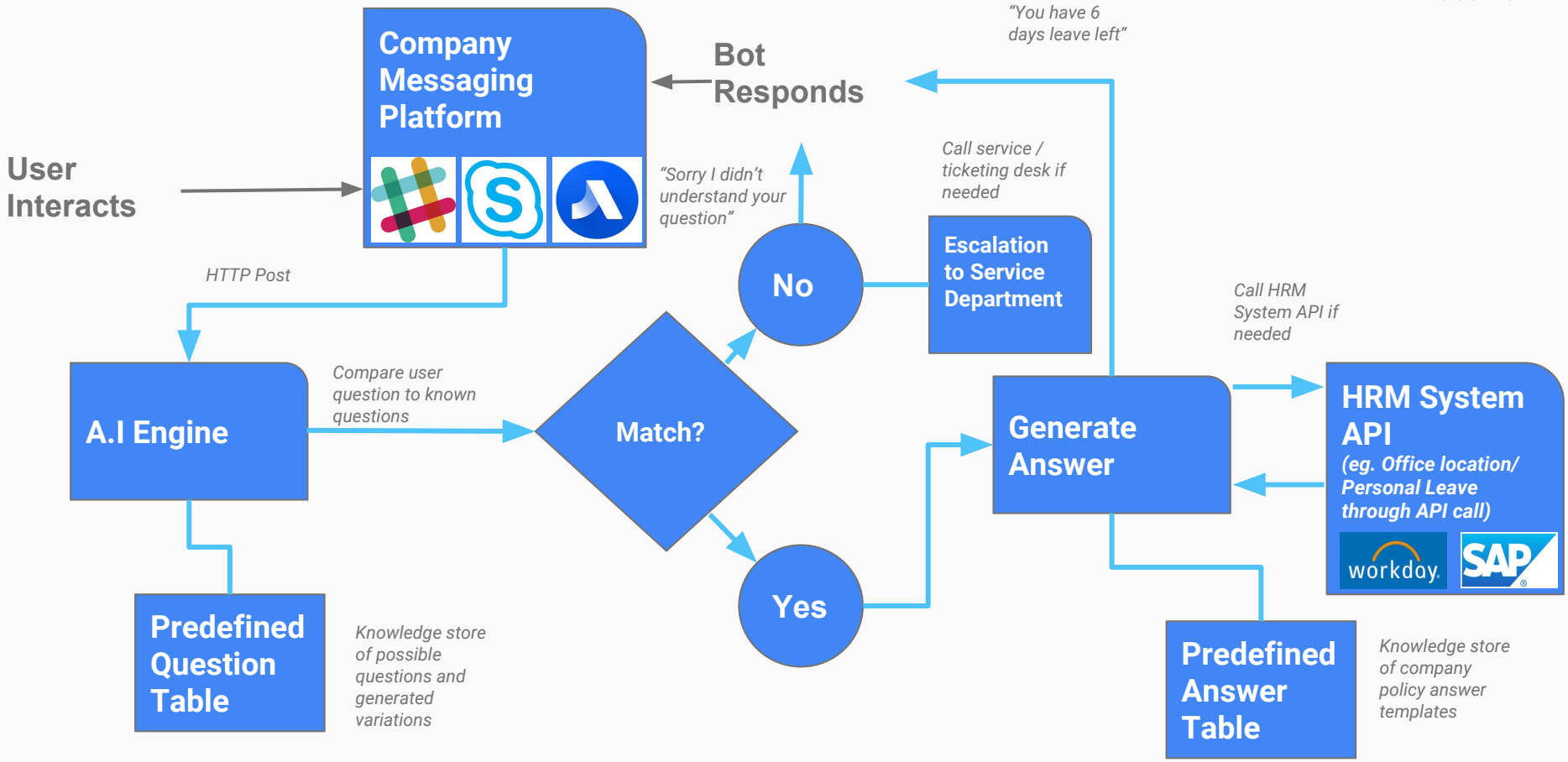
Change Management Assistance

Feature Description

Avilya can analyse query content and make automated text reports for management to review at specified intervals. These reports will focus on high hit rate topics and offer suggested improvements.

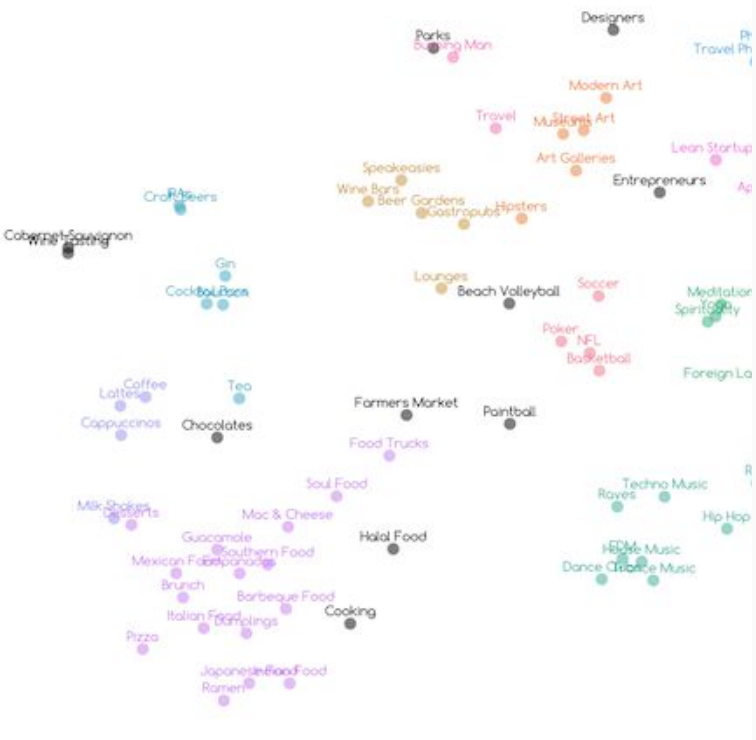
Customer Value

Under The Hood



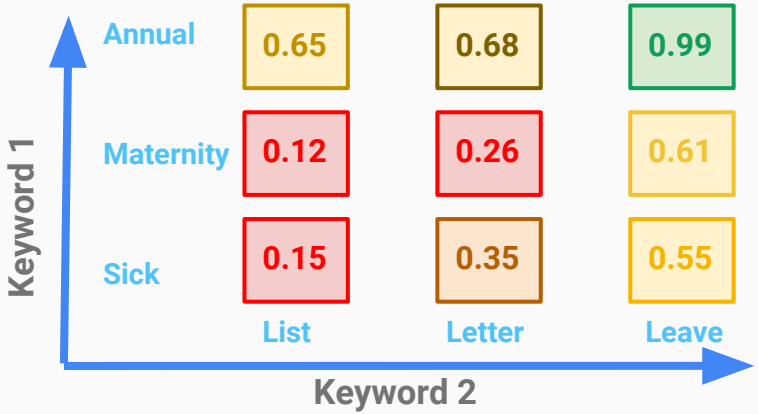
Technical Overview

Explaining The A.I Engine



First imagine the A.I draws a map containing all words in english and plots them in space. Similar words are close together and dissimilar words are far apart (*see diagram to left*).

When the user inputs a question, words in that questions are matched against questions we have already created. If the words in the users question are reasonably “close” to the words in our predefined question, then the A.I understands that the 2 questions must be the same or at least very similar.



“What is my Annual Leave Entitlement?”

Interacting with Avilya

Version 1.0

Query Request Level 1

Annual Leave

"What is the Annual Leave Policy?"
"Tell me the Annual Leave Policy"
"What is my Annual Leave Entitlement?"

Keyword Combination

Word 1	Word 2	Vector Match
Annual	Leave	0.99
Maternity	Leave	0.6
Sick	Leave	0.5

Policy Retrieval

Policy_Intent: Annual Leave
Intent.Return: "You are entitled to 24 days paid vacation per year, excluding bank holidays or personal leave."

Query Request Level 2

Personal Leave

"What is my remaining leave?"
"Tell me how many days I have left"
"Can you check it for me?"

Context Memory

"Me" "My" "Mine" "It" "That"

Prior_Intent: Annual Leave
Parameters: @annual_leave
@user.user@website.com

API Call

API_Call: @annual_leave @user.user
HRM_System_API_Post: 25
Intent.Return: "User, you have 25 days remaining"

Query Request Level 3

Booking Leave

"Great! Can you book some leave for me? Here are the dates:
"08-01-2017 to 10-01-2017"

Invoke Action

Book_Intent: Annual Leave
Parameters: @annual_leave
@user.user@website.com
@date_range

Policy Match

API_Post: @user.user @date_range
HRM_System_API_Post: Leave Request
Intent.Return: "Request submitted for approval, enjoy!"

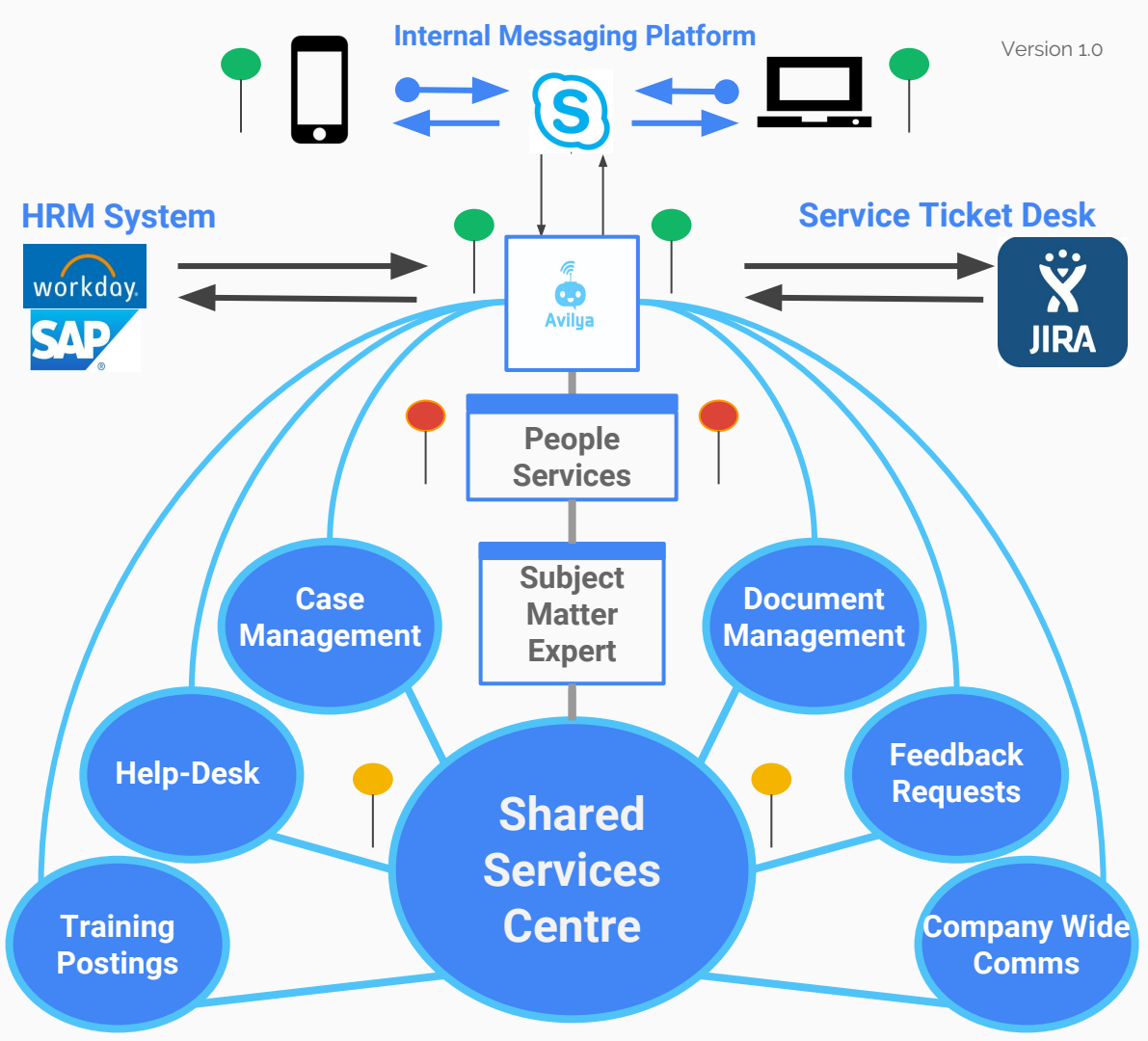
Settling In

How will it fit in your HR Architecture

One Stop Service Shop
Connect with Avilya through your desktop or mobile instant messaging platform

Call In The Experts
If your query falls outside our 90% knowledge range we'll escalate your query straight to the service desk

Get The Job Done
We can automate simple tasks like booking leave, or direct you straight to the source to do so



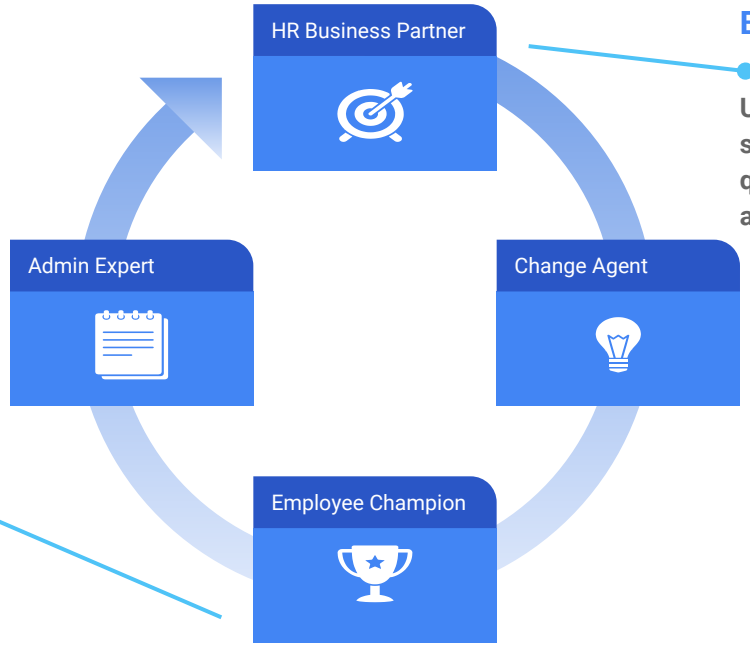
The Embodiment of Strategic HR

Compliance Mastery

Manage Avilya's service to ensure policies remain relevant, up to date and information is always available to your workforce

Positive Experience Catalyst

Gauge employee morale and satisfaction through surveys and polls. Use company wide announcements to create a culture of positivity



Business KPI Alignment

Use Avilya to report on service level standards and query resolution statistics aligned to business goals

Employee Assisted Change

Review areas of employee dissatisfaction expressed in query content and volumes. Create employee-centric change programmes

How You Can Get It

Our Pricing

Set up in minutes

Self Set-Up

Just tell us your policies and you're all set

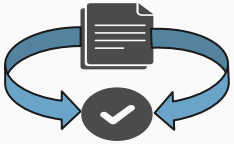
No hidden costs

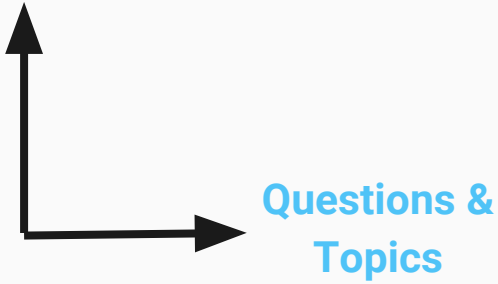
Start Your Trial

Starting From

€1

EUR/User/Month



We grow with you

Custom Add ons