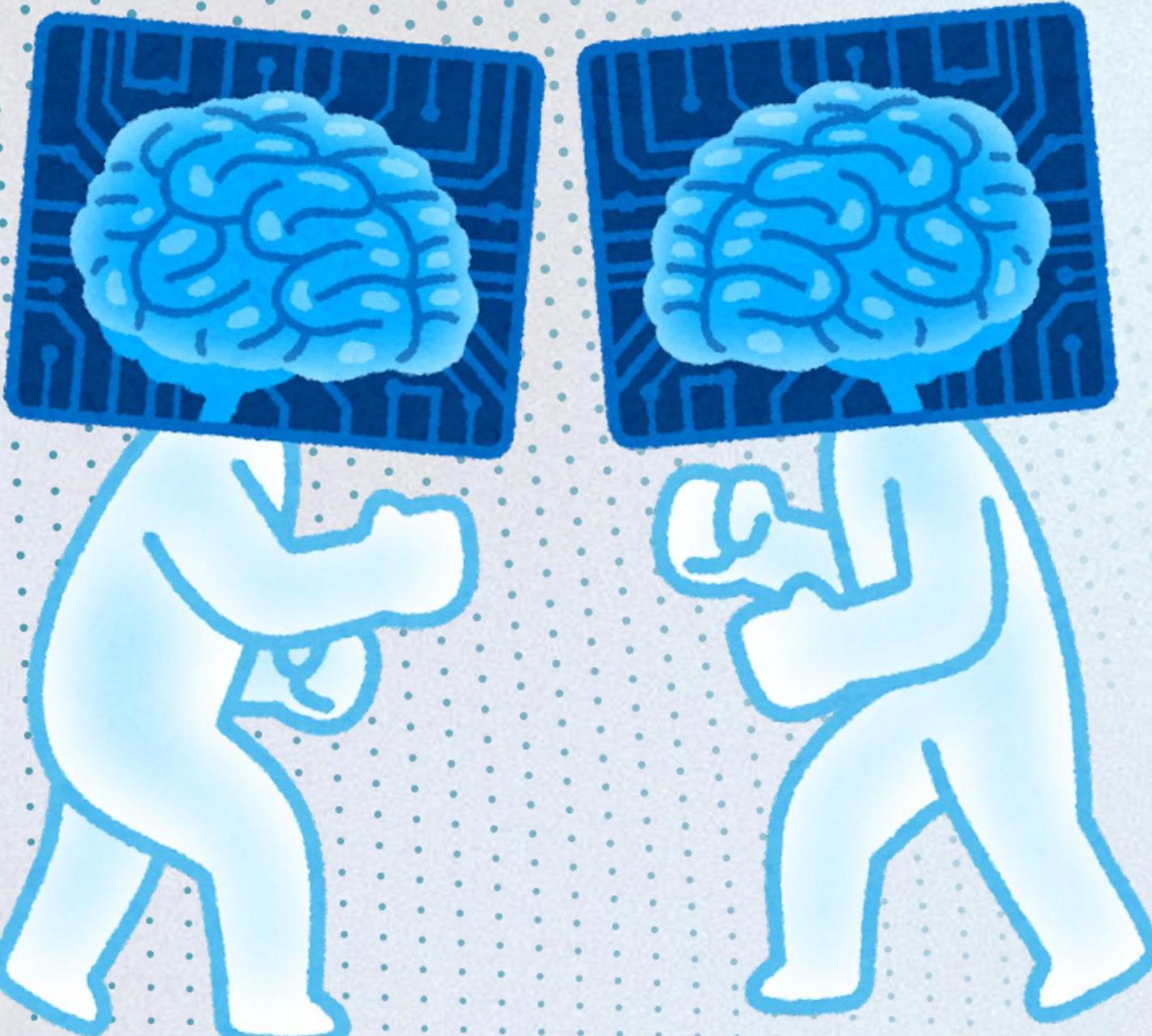


AUTORESOLVE MULTI MODAL SERVICE DESK

Reewos Talla
Evelyn Quebedo
M. Cristina Montoya
Stalin Maza

Proposal & Results -Team 7.2
Hackathon Innovation Challenge





What challenges was HR facing?

Key points:

- Disconnected and manual processes
- High volume of repetitive employee questions
- Long response times
- Lack of standardized, 24/7 accessible information

Impact:

- ✓ Operational inefficiency
- ✓ Onboarding delays
- ✓ Excessive administrative workload
- ✓ Poor employee experience

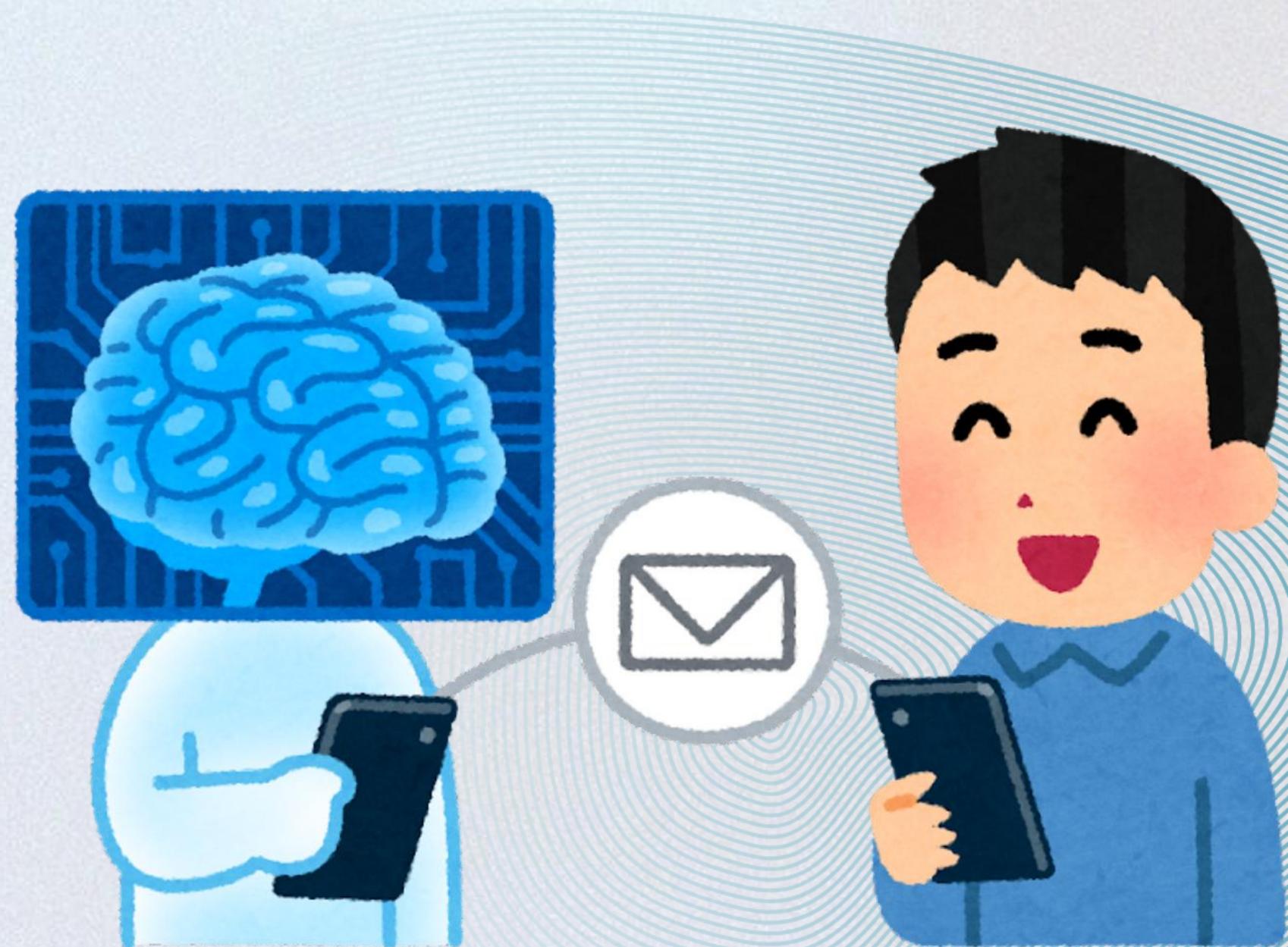
A multi modal chatbot to transform the HR experience

General objective:

Build an intelligent multimodal HR conversational chat integrated into Microsoft Teams as a corporate user, supporting voice, text, image, and interactive experiences, enabling employees to access onboarding, benefits, policies, and competency guidance through natural, contextual, and enterprise-wide channels.

Specific objectives:

- Provide instant, accurate answers to FAQs
- Improve accessibility to official HR policies
- Reduce response time
- Facilitate onboarding, PTO management, and admin tasks



What does the chatbot cover?

Functional Blocks:

- Hiring & Onboarding:
 - Onboarding steps, checklists, required documents
- Compensation & Benefits:
 - Benefits, eligibility, payments, bonuses
- HR Competency Model:
 - Expected competencies by role / level workflows, limits
- Employee Handbook:
 - Mission, vision, code of conduct, culture
- Remote Work Policy:
 - Rules, schedules, approved tools
- PTO & Vacation Policy:
 - Days off, holidays, approval

Who benefits from this solution?

- New hires
- Current employees
- Leaders & managers
- HR team (reduced admin workload)

Value added:

- ✓ Unified information
- ✓ Instant access
- ✓ Consistent answers
- ✓ Employee self-service

How does it work?

Components:

- AI conversational engine
- Structured HR knowledge base
- Integration with document repositories
- Decision flows for each policy area
- Access controls by user type

- + Multimodal Employee Interaction (voice, text, and visual experiences)
- + Intelligent Document & Image Processing
- + Enhanced HR Navigation with Voice and Visual Assistive Capabilities



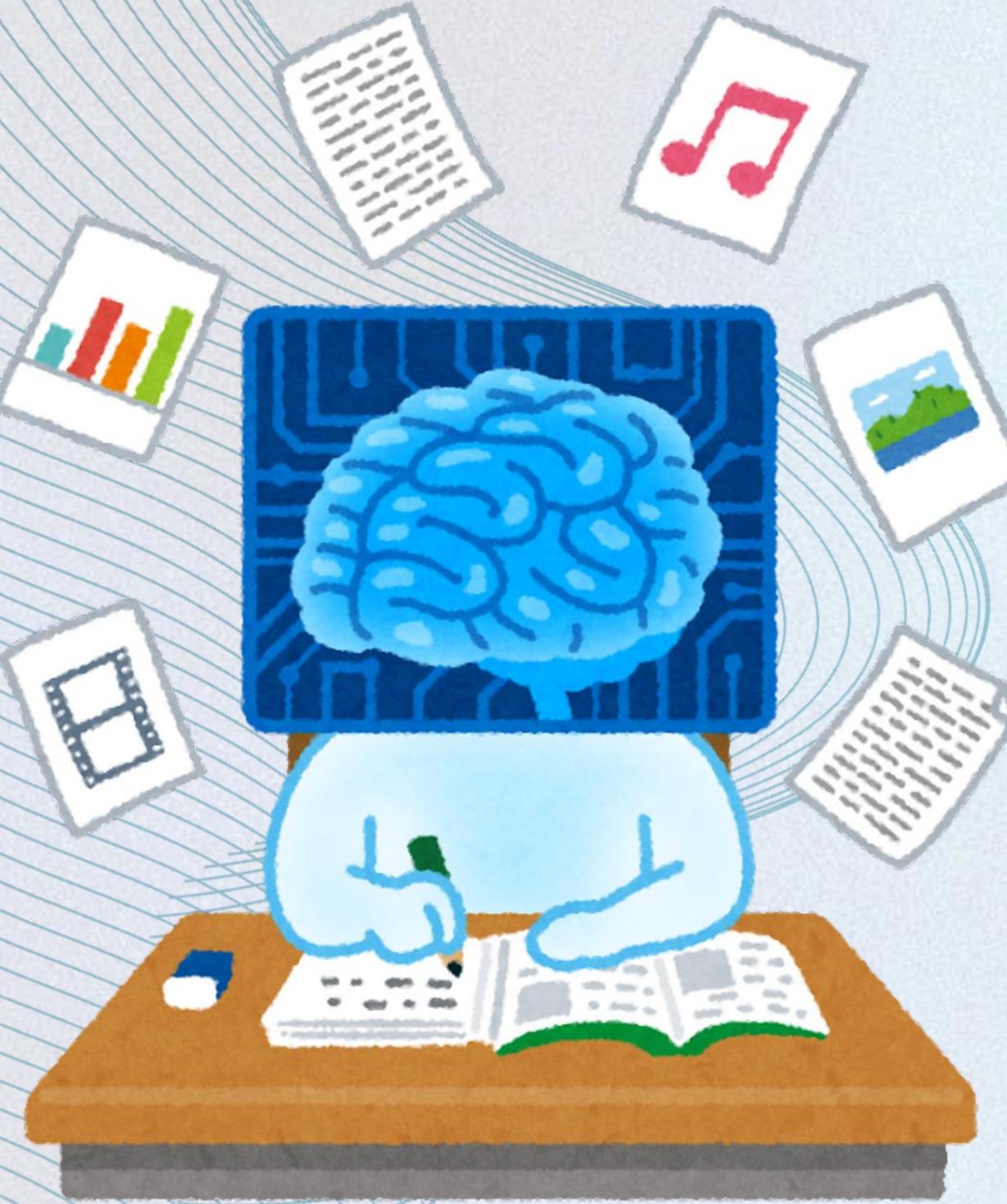
Impact achieved during the hackathon

- 85%+ accuracy in internal testing
- Integration of 6 core HR policy areas
- Verified and complete knowledge base
- Smooth, intuitive conversation flows
- Functional prototype ready to demo

Immediate benefits:

- ~40% estimated reduction in repetitive inquiries
- Improved onboarding experience through automated guidance
- 24/7 access to critical HR information





Identified Limitations

- Dependent on quality/updates of official documents
- Requires continuous content maintenance (because policies change inside companies)
- Future integrations needed (e.g. model uploads)
- Additional linguistic tuning and training

Strategic Roadmap

Short Term (1-2 weeks)

- Deploy the core HR chatbot with including voice processing.

Mid Term (2-4 weeks)

- Expand functional coverage and enable workflows (approvals, requests, competency insights).
- Deploy the core HR chatbot including video experience

Long Term (2-4 months)

- Integrate Human Resource Information systems and implement interactive visualizations for key HR processes.
- Introduce predictive and personalized HR recommendations across talent, learning, and policies.

A chatbot that elevates HR

This chatbot is a strategic tool that increases efficiency, enhances employee experience, and frees HR teams to focus on higher-value work.

“Let’s take this prototype to the next level.”