S3PO

User Guide

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Scope

S3PO enable employees to raise and easily track **HR**-related requests (leave, Work from home, holiday list etc.) from anywhere and at any time in a frictionless manner, thereby, elevating their experience.

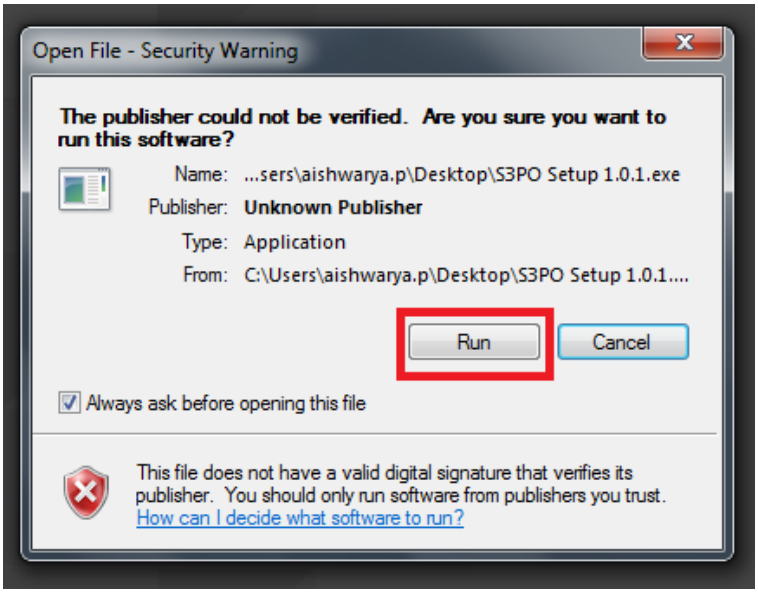
Following are the modules and capabilities implemented in 1st Phase that will aid in enhancing employee experience

Audience

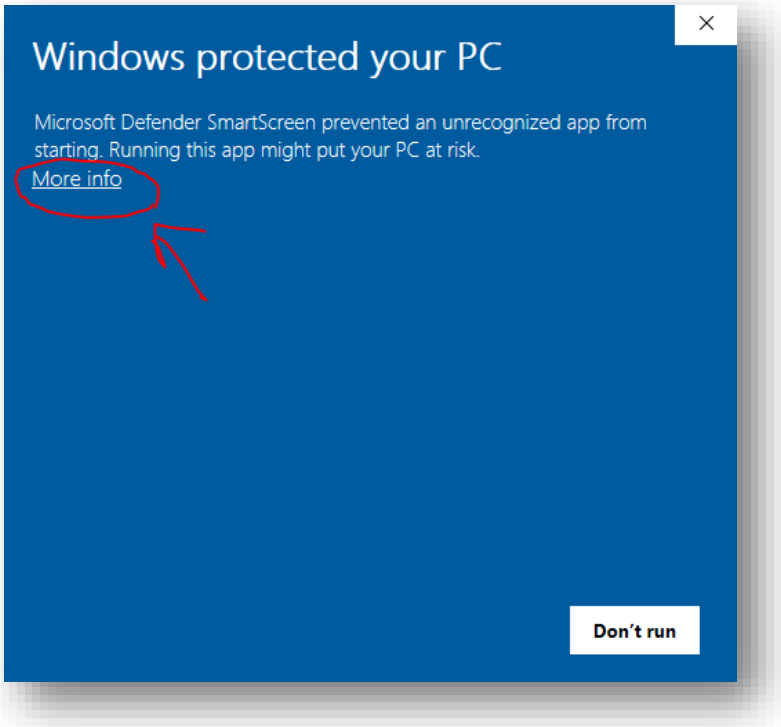
This document is intended for the users of the organization to understand the application's functionality.

Installation (Windows desktop version)

- Download the exe file from the link provided in communication. (Please use o360 credentials if it asks) **Note:** Please uninstall any QA or UAT version of the desktop BOT before installing the production version (ignore if you are installing for 1st time).
- Run the installer and click Run option.

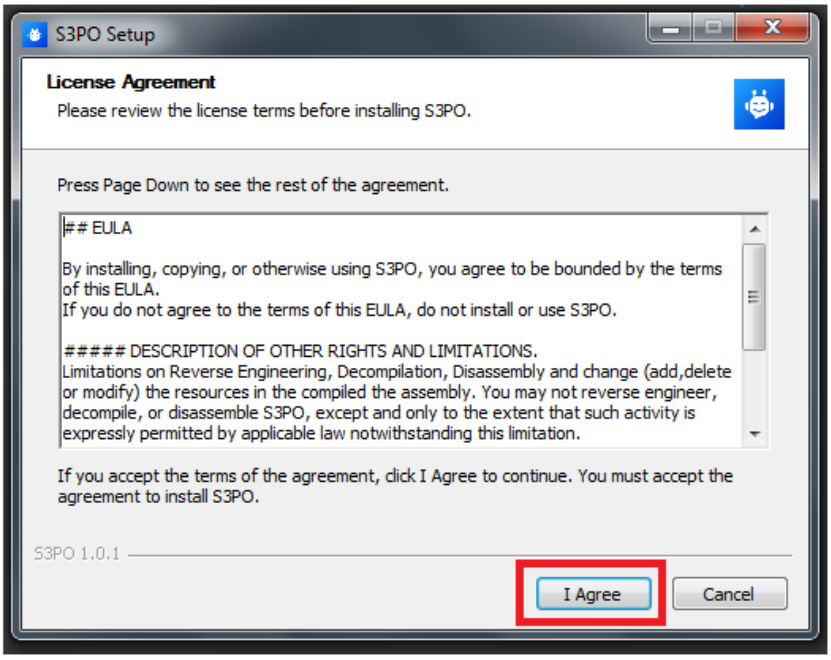


(Windows 7)

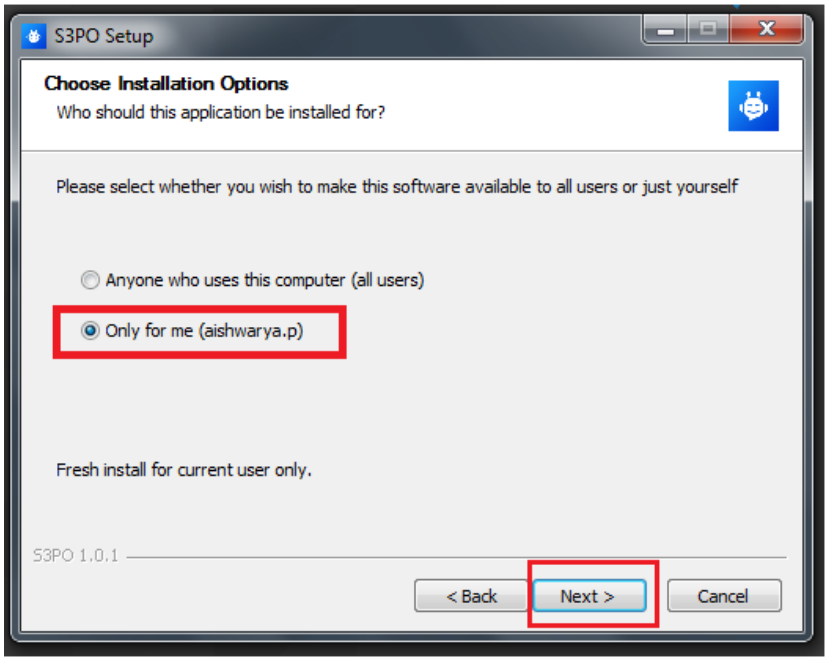


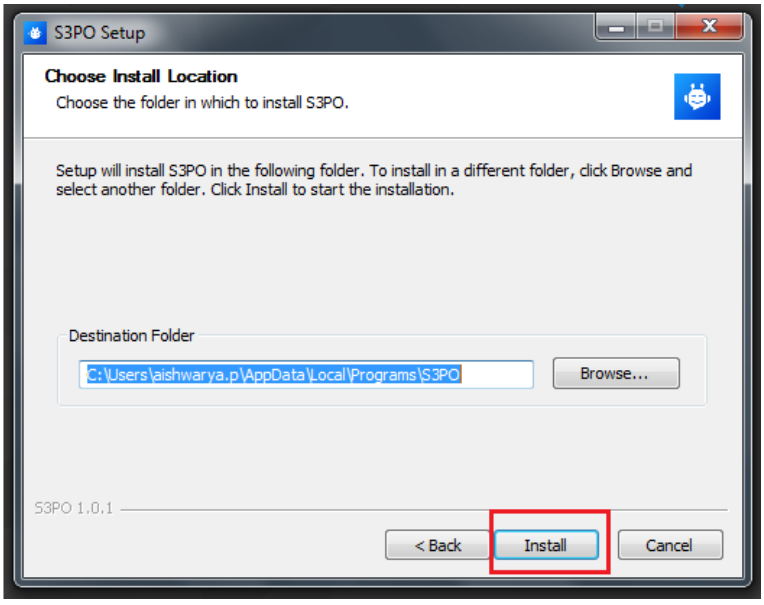
(Windows 10 click More info and then click **Run anyway**)

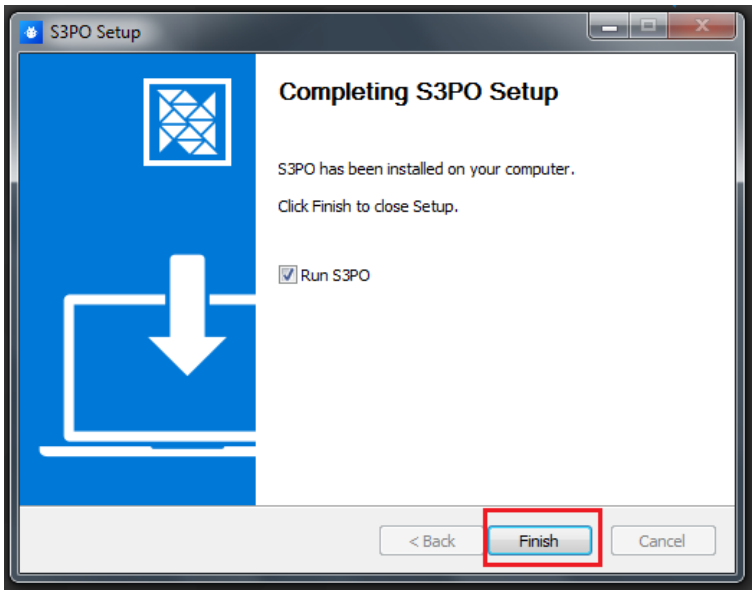
- Please follow the below screenshots to install the bot.



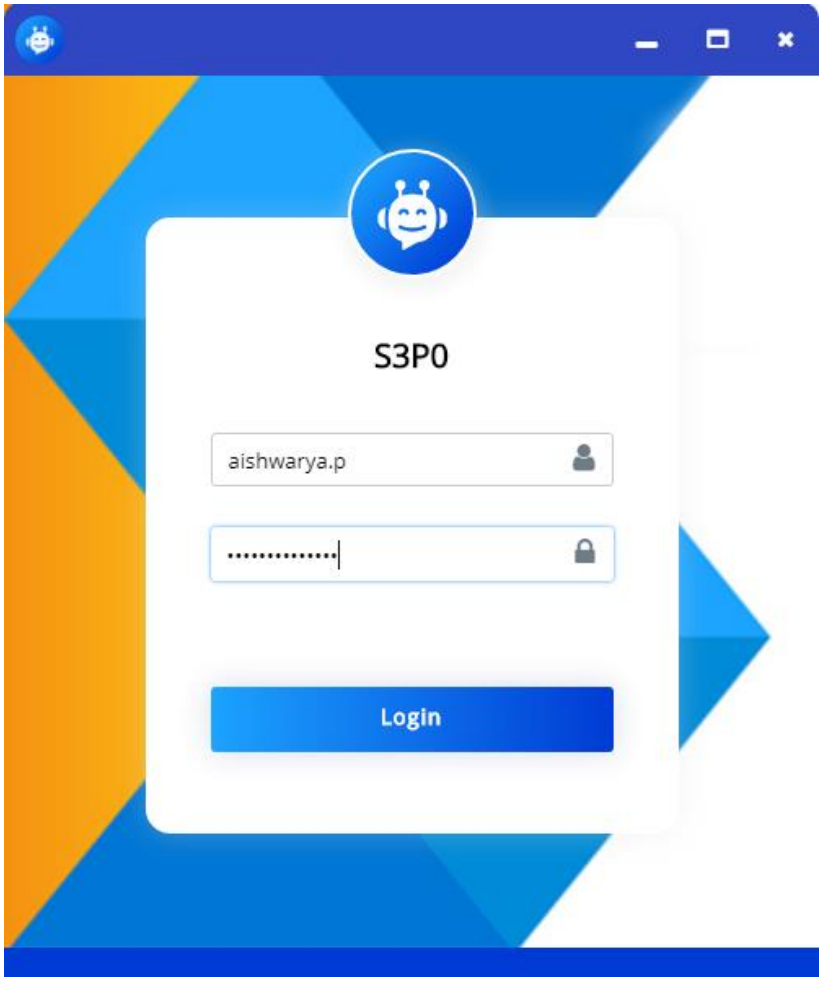
- Choose "**Only for me**" option and click next.




S3PO Setup
Choose Install Location
Choose the folder in which to install S3PO.
Setup will install S3PO in the following folder. To install in a different folder, click Browse and select another folder. Click Install to start the installation.
Destination Folder
C:\Users\aishwarya.p\AppData\Local\Programs\S3PO
Browse...
S3PO 1.0.1
< Back
Install
Cancel


S3PO Setup
Completing S3PO Setup
S3PO has been installed on your computer.
Click Finish to close Setup.
Run S3PO
< Back
Finish
Cancel

- Once you open the S3PO you can use o360 credentials to login.



How to use S3PO (Same for Desktop and Web Version)

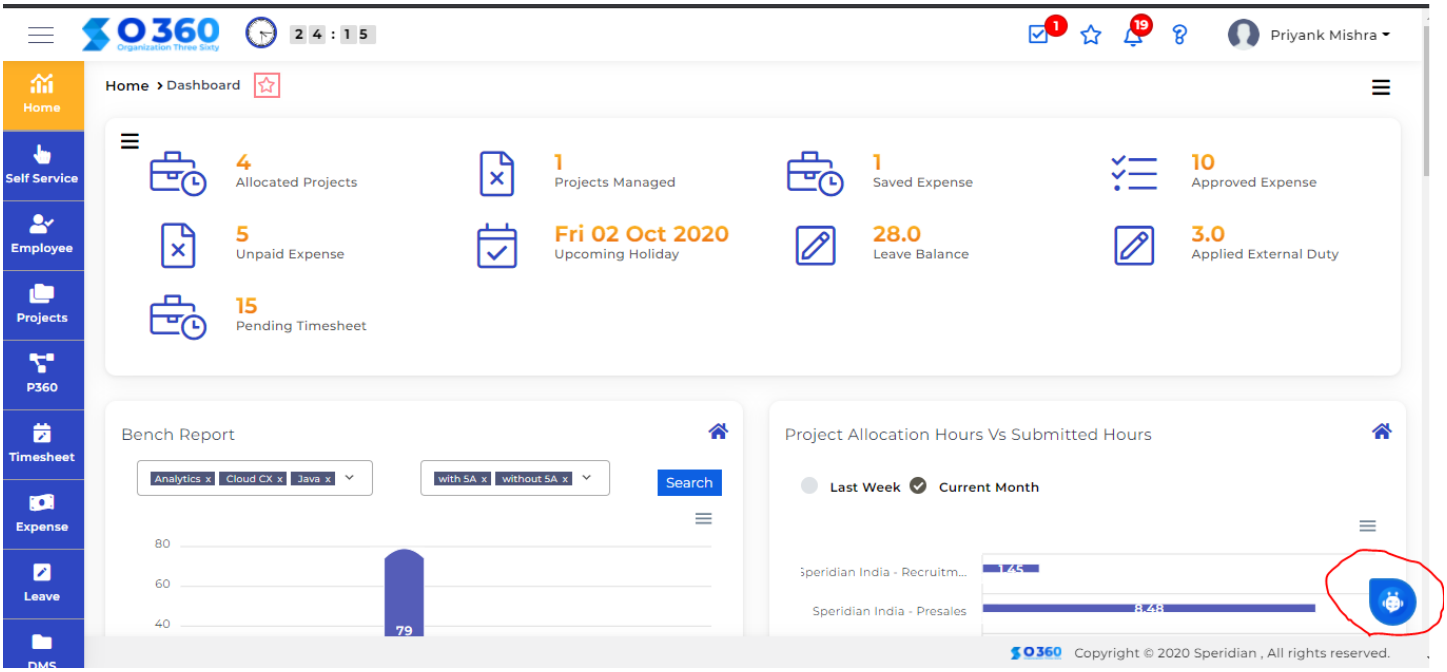
Login

- Desktop Version

  Double click the S3PO icon on your desktop and then login to S3PO desktop using your o360 credentials.

- Web Version

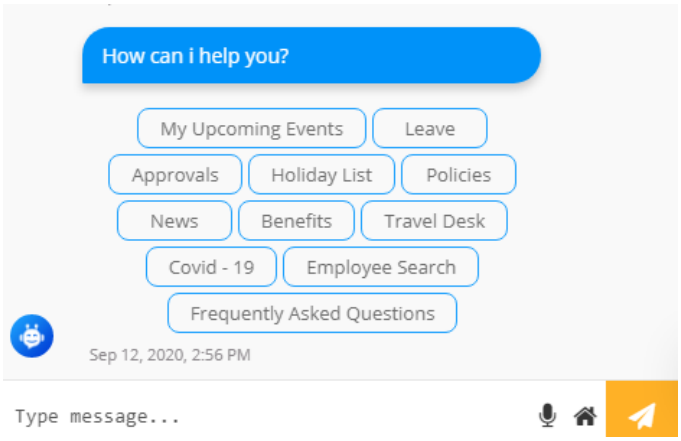
  Login to o360 application and click on the chat icon balloon on bottom right corner.



Landing Page

On logging in or opening it from o360 application, the employee will be redirected to the S3PO landing page. Here the user can raise a request for (leave, work from home, external duty, etc.), view holiday list, Policies etc.

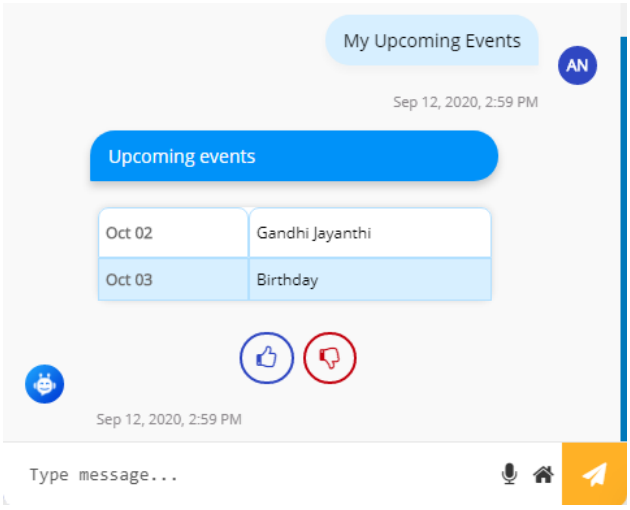
Either we can use message box or click the buttons.



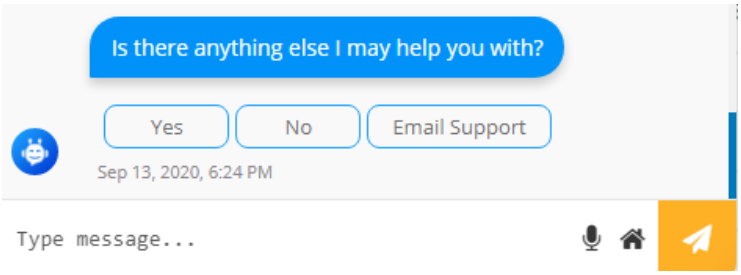
My upcoming events

On clicking upcoming events or typing upcoming events in message box, following upcoming events will be displayed like next leave and upcoming holiday.

Based on the Bot response you can give feedback whether like or dislike by clicking the button.

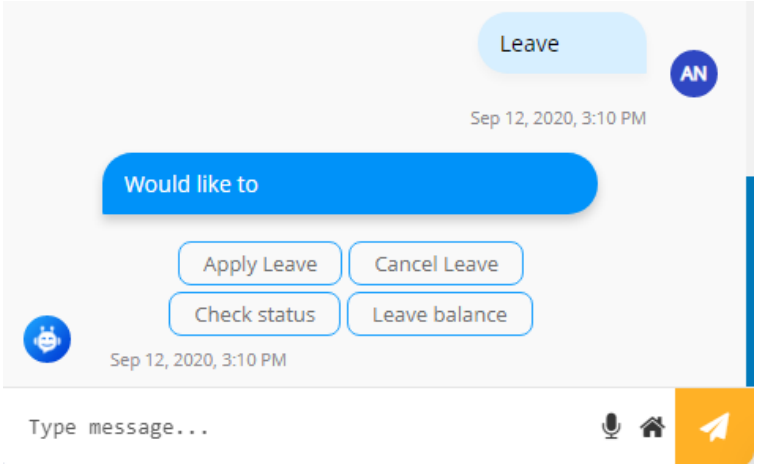


- On clicking the feedback button different options will be shown. On clicking the Yes option you will be redirected to the homepage. On clicking the No option a Thank you message will be displayed by the Bot for the conversation. On clicking the Email support an email will be sent to the support team and will reach back to you regarding the email sent.

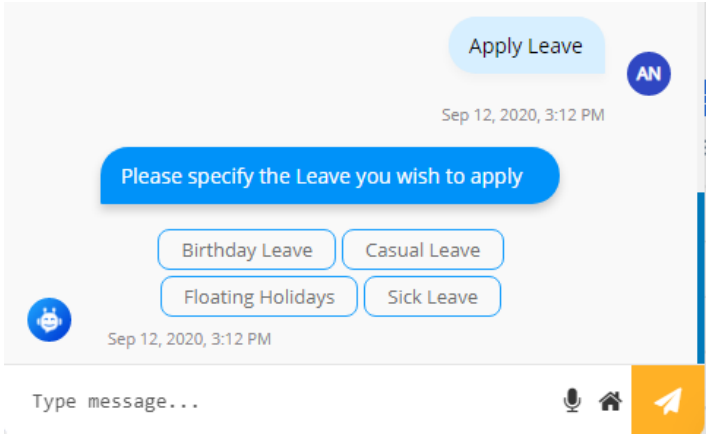


Leave

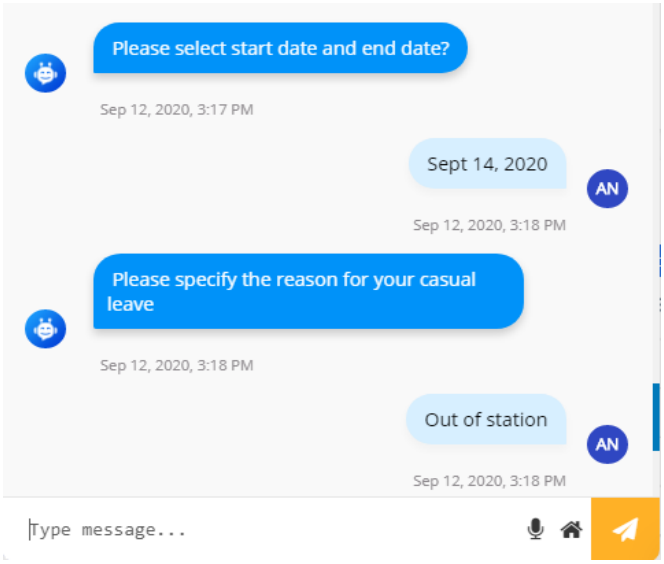
- Select leave on the home page, on selecting chat bot displays following options.



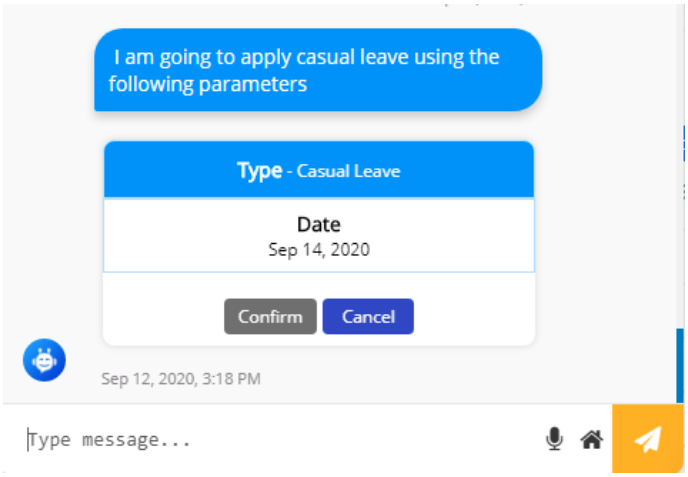
- Select apply leave , on clicking apply leave different types of leaves will be displayed



- On selecting type of leave user needs, HR Chabot asks to specify the reason and date.



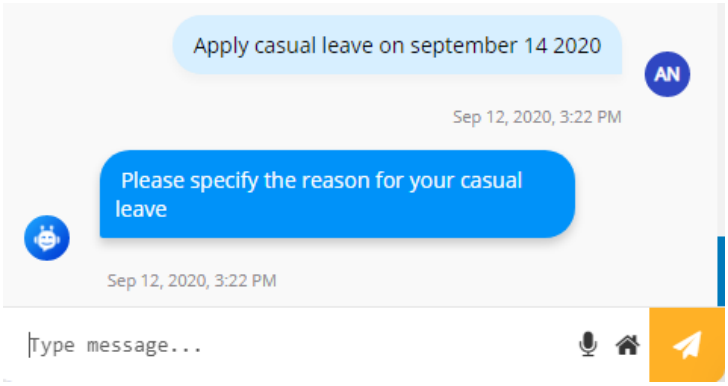
- After specifying the reason and date, chat bot asks for confirmation on confirming following leave request will be created.



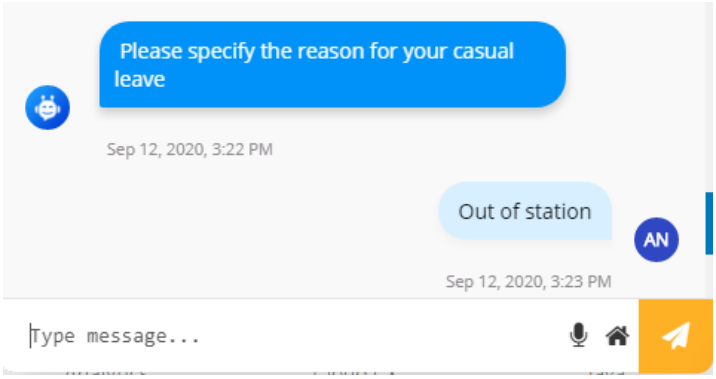
Applying Leave through Message Box

Type (apply kind of leave you want, mention date on which you want to take) in the message box.

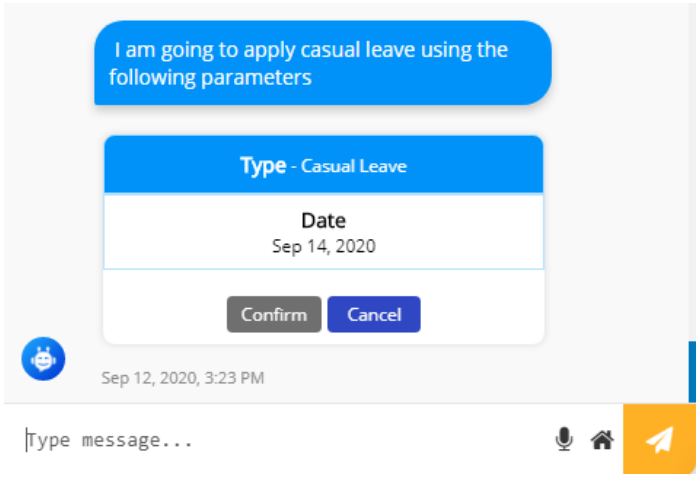
- Example: Apply casual leave on September 14 2020.



- After specifying type of leave and date , chat bot asks for reason.



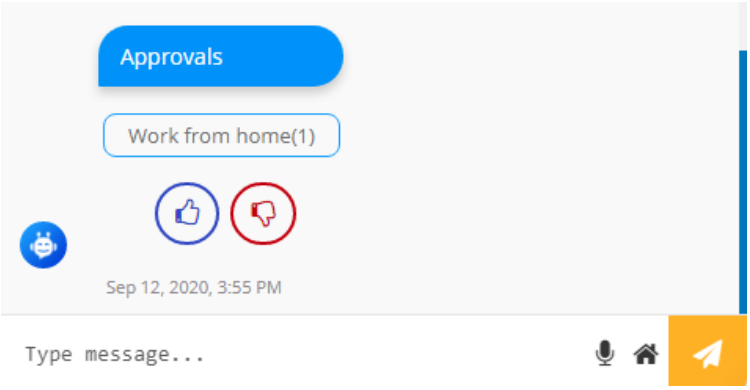
- After specifying the reason, chat bot asks for confirmation on confirming following request will be created.



Approvals (managers)

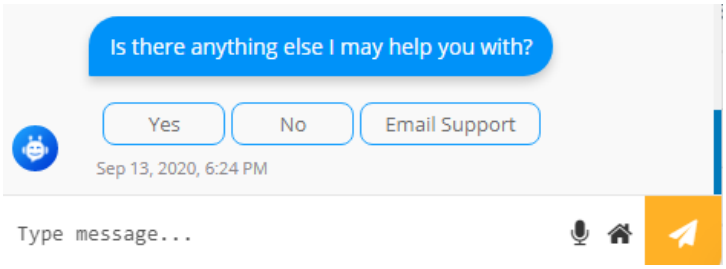
For managers to approve the requests received.

In the home page click on approvals or type in the message box, Chat bot displays the request received. Based on the Bot response you can give feedback whether like or dislike by clicking the button.



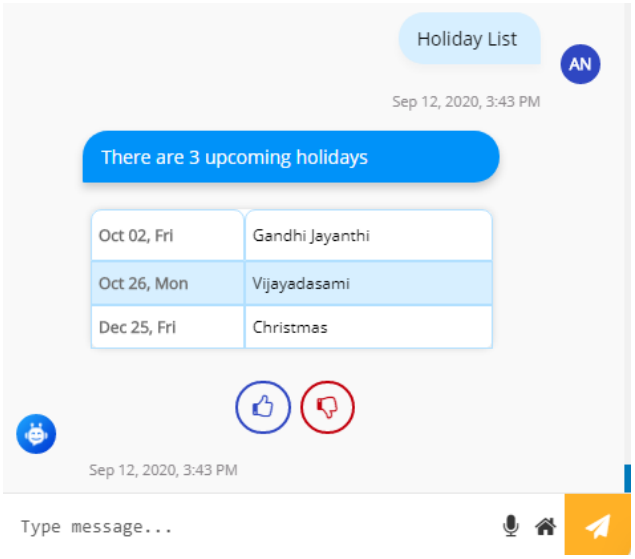
- Click on the request, on clicking, HR chat bot asks for confirmation, on confirming request will be approved

- On clicking the feedback button different options will be shown. On clicking the Yes option you will be redirected to the homepage. On clicking the No option a Thank you message will be displayed by the Bot for the conversation. On clicking the Email support an email will be sent to the support team and will reach back to you regarding the email sent.



Holiday List

On clicking Holiday List in homepage or by typing Holiday list in message box upcoming holiday list will be shown. Based on the Bot response you can give feedback whether like or dislike by clicking the button.



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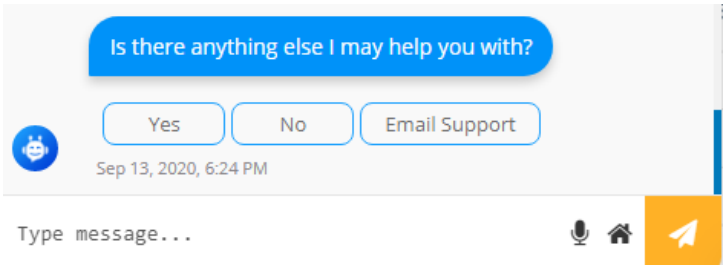
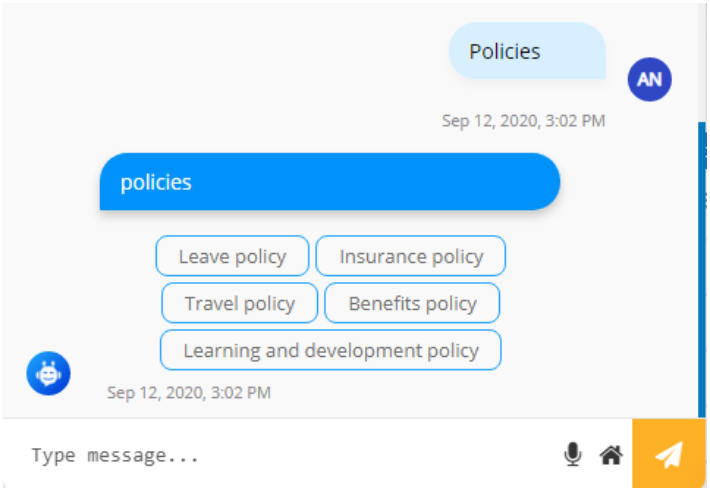
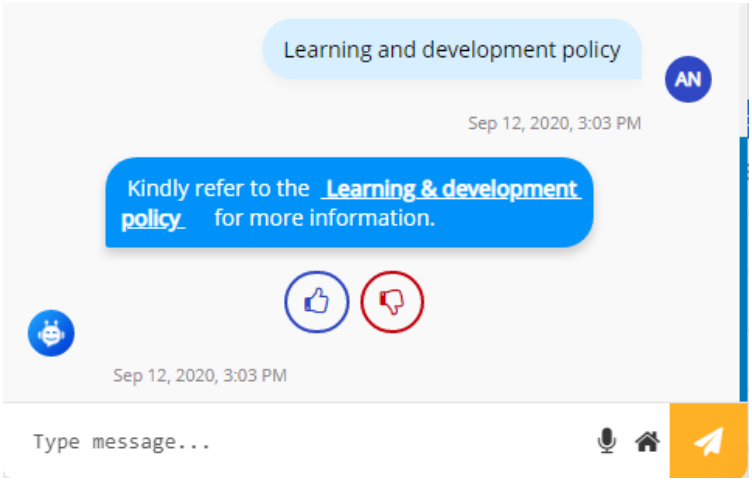


Policies

- On clicking policies or typing policies in message box, Different policies will be displayed.



- User should select as per the requirement, respective documentation will be displayed. Based on the Bot response you can give feedback whether like or dislike by clicking the button.



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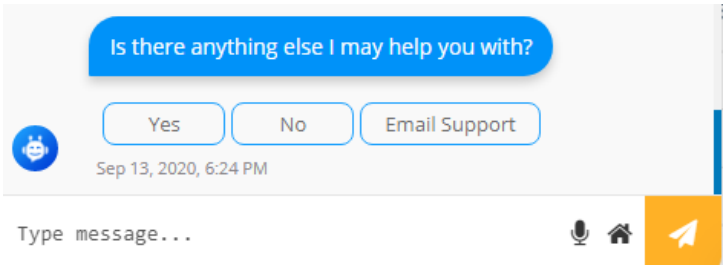
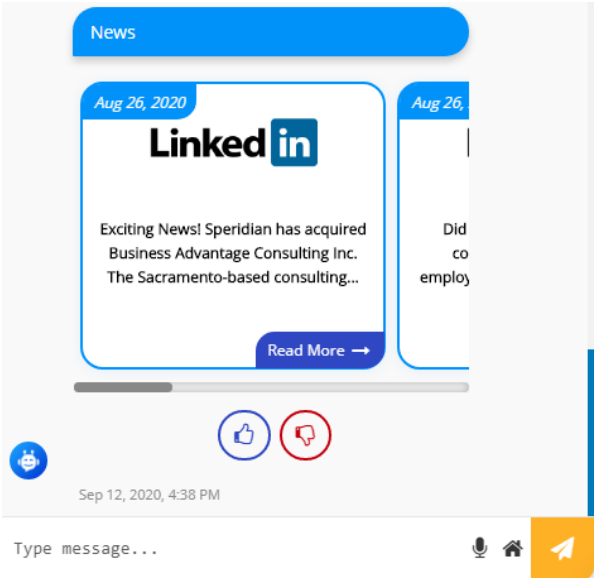


News

On clicking News button in homepage or typing News in message box latest news of Speridian Technologies will be displayed.

Based on the Bot response you can give feedback whether like or dislike by clicking the button.



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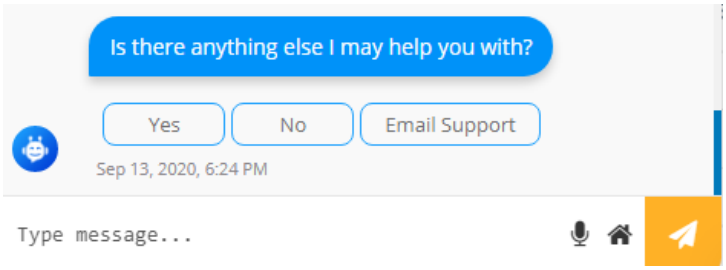
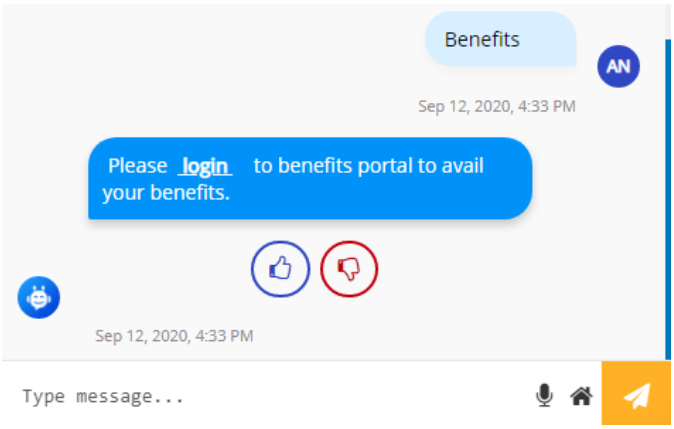


Benefits

On clicking Benefits button in homepage or by typing Benefits in message box link to login to Benefits portal will be shown. Based on the Bot response you can give feedback whether like or dislike by clicking the button



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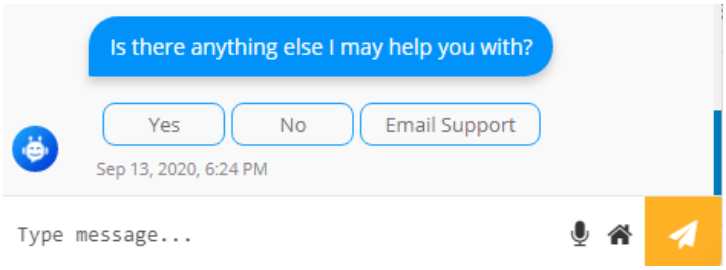
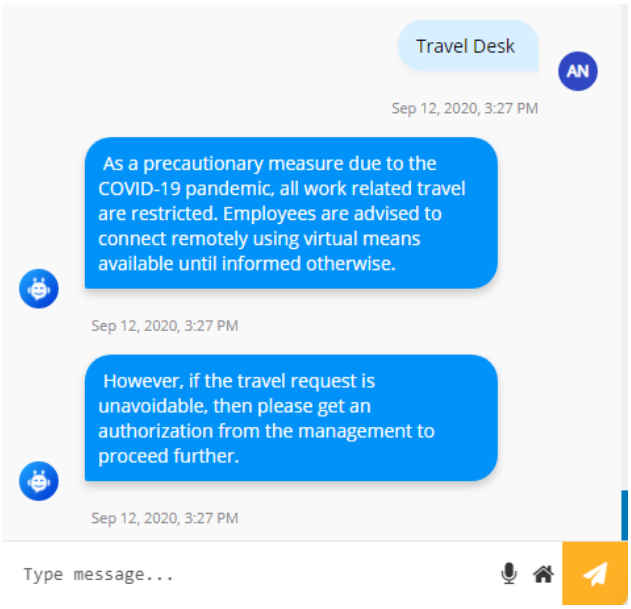


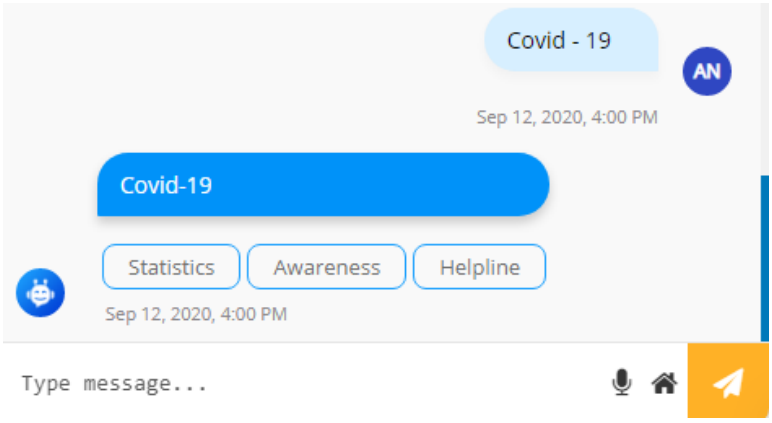
Travel Desk

- User should select the Travel Desk button in homepage or type Travel Desk in message box, on selecting it will ask for origin and destination.



Covid – 19

In the homepage on clicking Covid-19 button or typing in message box Covid related information can be seen by clicking on button specified.



- Statistics

  Click on statistics or type in message box to know the detailed statistics related to covid 19. Based on the Bot response you can give feedback whether like or dislike by clicking the button.

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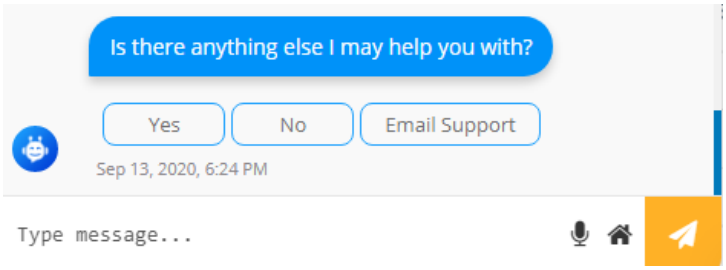
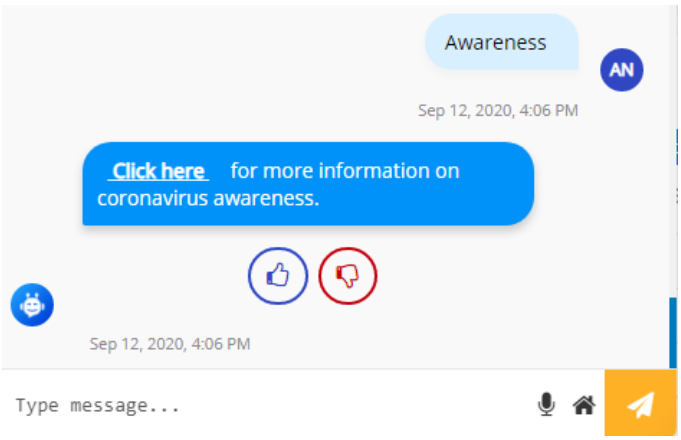


- Awareness

  Click on awareness button or type in message box to get the details. Based on the Bot response you can give feedback whether like or dislike by clicking the button.



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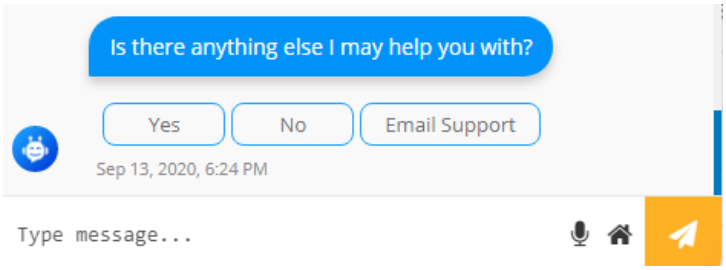
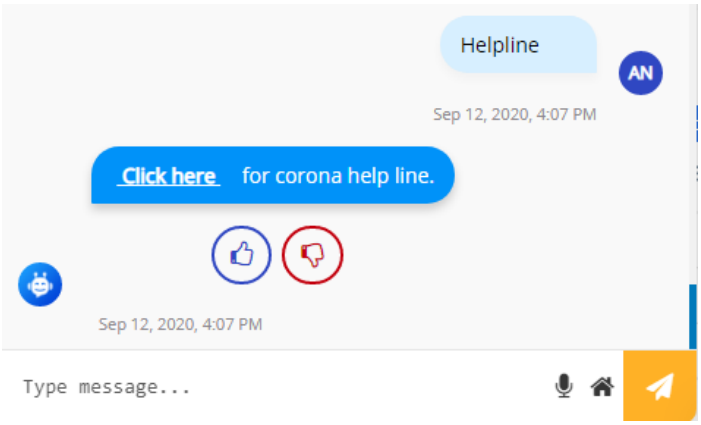


- Helpline

Click on Helpline button or type in message box to get details. Based on the Bot response you can give feedback whether like or dislike by clicking the button.



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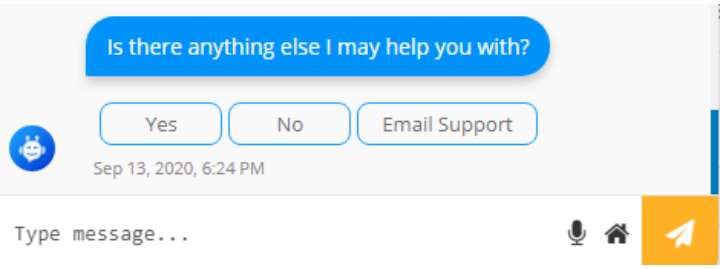
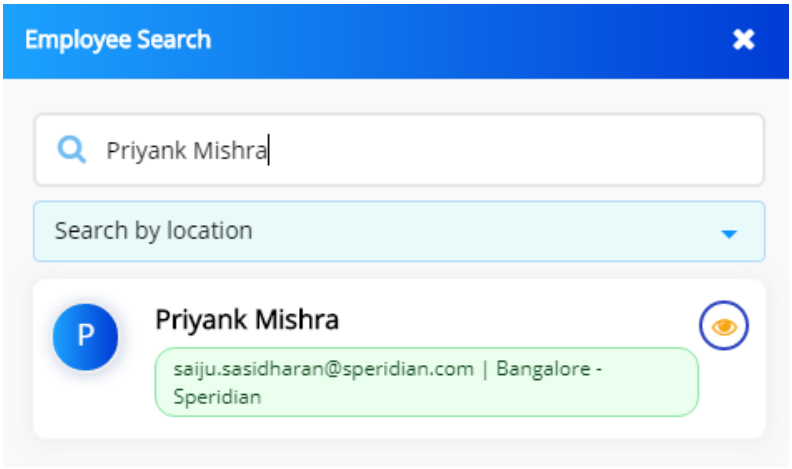
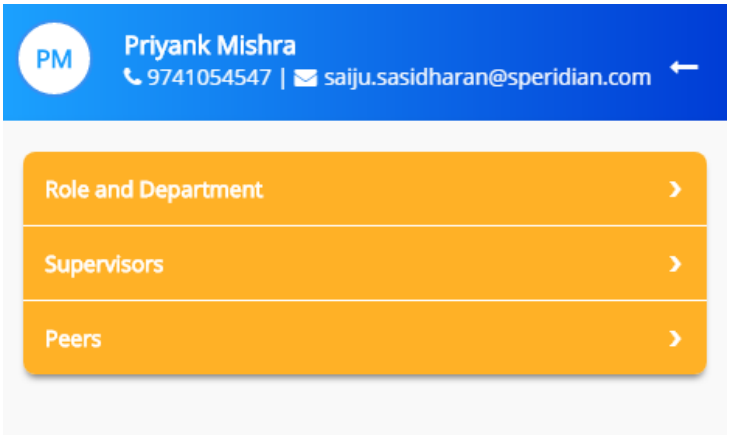


Employee Search

- On clicking Employee Search in homepage or by typing Employee Search in message will get the details of employee (like department, manager, peers, etc.)

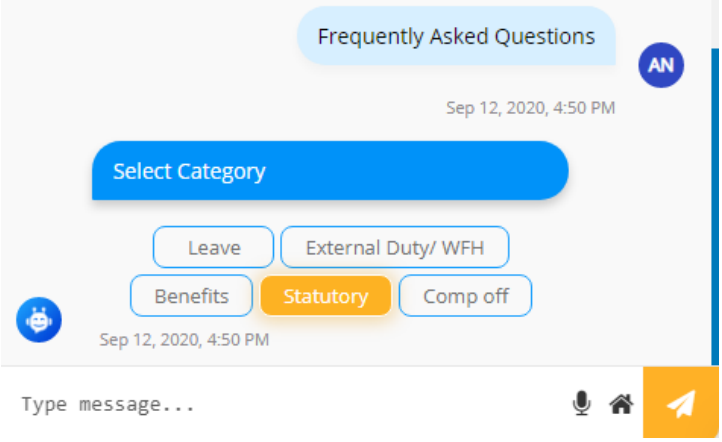


- On clicking the eye symbol details can be seen.

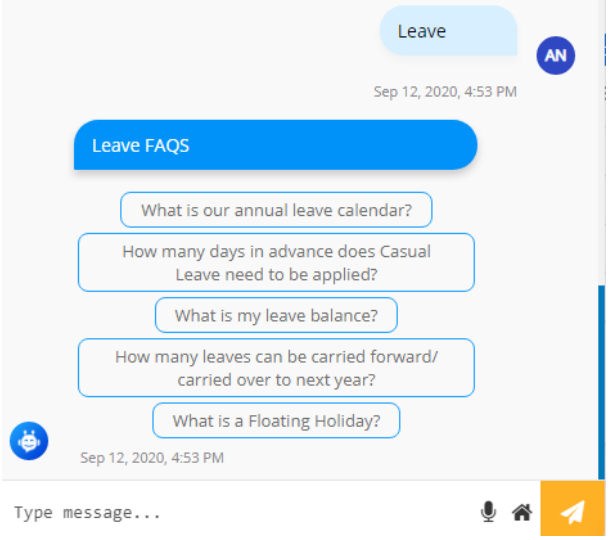


Frequently Asked Question

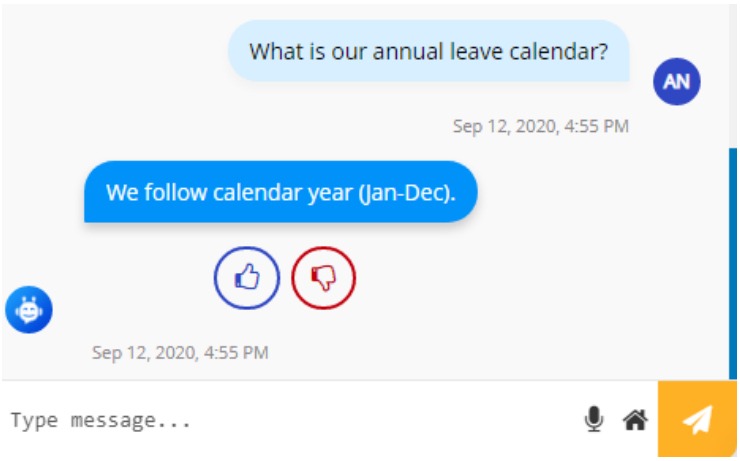
- On clicking Frequently Asked Questions button in homepage or by typing Frequently Asked Questions in message box different categories of FAQs will be displayed.



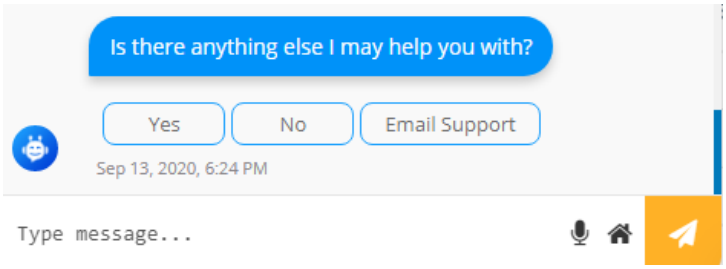
- On clicking the category most frequently asked questions will be displayed.



- On clicking the questions the answer for that will be shown. Based on the Bot response you can give feedback whether like or dislike by clicking the button.



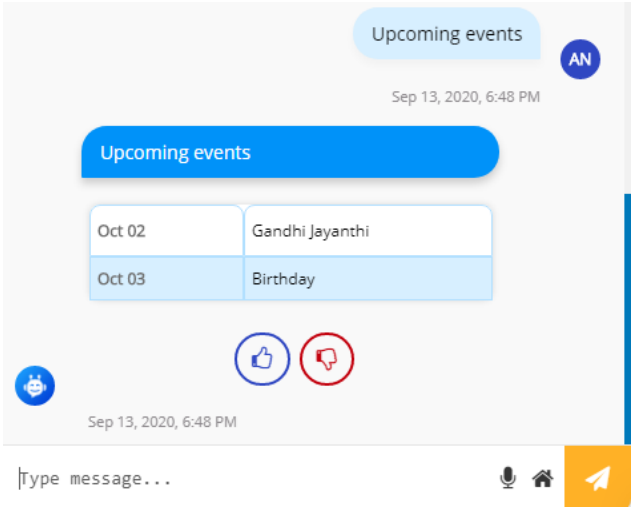
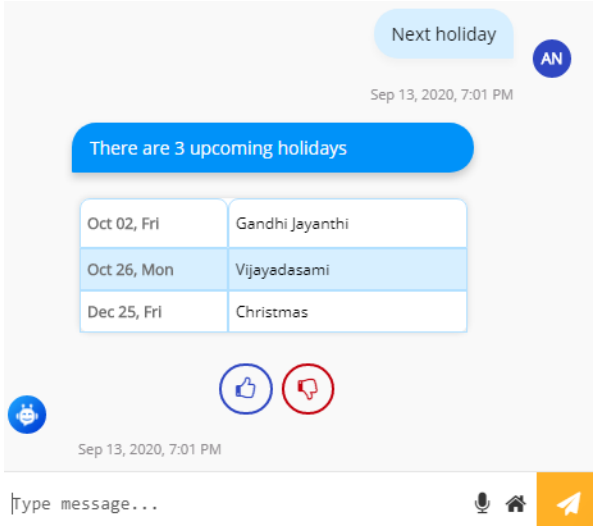
- On clicking the feedback button different options will be shown. On clicking the Yes option you will be redirected to the homepage. On clicking the No option a Thank you message will be displayed by the Bot for the conversation. On clicking the Email support an email will be sent to the support team and will reach back to you regarding the email sent.



Natural Language Processing (NLP)

- Bot very well understands Natural language so users can directly type the message instead of using buttons if needed.

  - ❖ Example: Upcoming events



❖ Example: Next holiday