

How AI Can Help Your Employees In The Digital Workplace

Artificial intelligence has been dominating the hearts and minds of business leaders for a while now. Many of those conversations were hyper-focused on how AI can impact the customer journey. Can we use AI to make a better customer experience? Can it make our customer service agents more productive? Can AI help me scale my business so I can handle more customers?

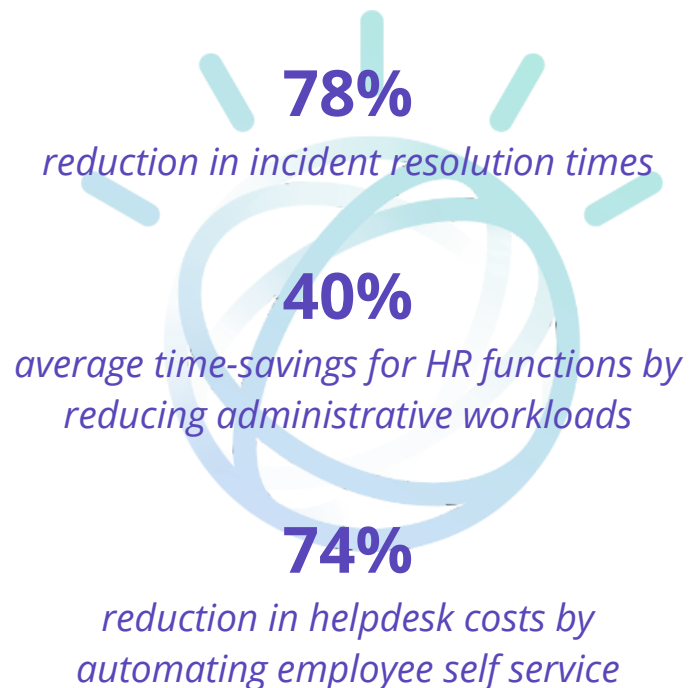
When talking to companies about their AI goals, the keyword that always comes up is, not surprisingly, "customers." No one would deny that happy, paying customers are the key to a successful business, so leveraging technologies like AI to make their experience better makes sense.

But the hyper-focus on customers has left another critical group out in the cold — employees. All the things AI can deliver for customers, it can also deliver for employees. Let's dive in a bit deeper.

In any job, across any industry, there is no lack of information available about a company. If anything, there is too much information, and I would venture to guess most of it is sitting in a database somewhere not helping anyone. At the bare minimum, AI can help companies make appropriate information searchable for employees. Need to find the vacation policy? AI can scour the systems and deliver it up on a silver platter. That alone would be a huge help for many employees who often get stuck in the bowels of a poorly organized intranet or SharePoint instance. But AI can go far beyond that, bringing a powerful thread of personalization and context to the experience.

Solution Overview

Watson for Employee Self Service provides responses to common employee questions around the clock with an end-to-end virtual assistant. Enhance Watson Assistant with AI search to uncover answers buried in HR documentation. Seamlessly integrate with existing internal systems.



Let's look at this through the lens of a new employee. The first day or even the first couple of weeks are spent getting set up, doing a bunch of paperwork and getting a ton of information thrown in your direction. You need to get quickly acquainted with a new role, new faces, new policies, new tech — not to mention the subject matter information you need to know to actually do your job. It can all be head-spinning. And the pressure of remembering this information and proving to your new boss you were the right choice can be overwhelming.

So, what does that have to do with AI? Everything. What if an AI-powered assistant was there to help? What if you didn't have to worry about asking "stupid" questions because you could ask anything to a nonjudgmental chatbot? What if you didn't have to wait for a member of the IT team to be freed up to help you set up email on your phone, but you could just jump right in and get started? What if a bot could help with that first-day paperwork, making sure everything was taken care of and you weren't missing anything? AI can help make those awkward first few weeks a little easier.



That being said, bringing AI into the workplace is not only about making onboarding a significantly less painful experience, but *even the most seasoned employee would likely relish having a virtual assistant helping with their day to day*. What if your chatbot assistant didn't just deliver up the company vacation policy, but instead provided the policy as it pertains to you, based on factors like the country you work in, and provided an update on the days you have already accrued? What if a bot could join a meeting, take notes, pull action items and offer to schedule any follow-up meetings? That's the kind of

help you used to have to be a C-Suite executive to get, but AI can offer that to all employees.

We've been talking a lot about how AI is changing the face of the customer experience, but nearly all those benefits can be translated to the employee experience as well. Employees are consumers, and similarly, when they need help, they want it to be easy, fast and frictionless — something most companies have a hard time delivering. AI is making that possible by empowering self-service, opening up support teams like HR and IT for more crucial employee issues and making everyone more productive. *At the end of the day, employees — no matter their function — are working to ensure customers are fully supported and ultimately satisfied with their experience. Isn't it just as important that those employees are also happy and supported?*

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