



User Guide - MAiA for HR





Introduction to MAiA for HR



MAiA (My AI Advisor) for HR

Virtual interactive Assistant for HR Queries

Address employees queries related to policy/ process and procedures

Key Features / Advantages

- ✓ 24/7 HR Support – on Weekends, Holidays, After Office hours
- ✓ Immediate Response – No latency
- ✓ Can handle multiple queries at a time
- ✓ Reduce generic & repetitive questions to the HR








Access to MAiA



MAiA is hosted on **Talent Home page and HR Hub**.

Path: Talent (<https://talent.capgemini.com/in>) >> Access All >> Human Resources >> MAiA for HR

Path: Talent (<https://talent.capgemini.com/in>) >> About Us >> Human Resources

 GLOBAL INDIA ALTRAN SALES UNIVERSITY + customize  Search		
All News ▾ About Us ▾ L&D Architects of Positive Future ▾ Useful Links COVID-19 Updates India 2020 WeSynergize		
Human Resources	Useful Tools	Careers @Capgemini
 MAiA for HR	Egencia	My Learning
MyConnect	Time Card Application	MyHire
Empulse	KM 3.0	MyMobility
MyPath - SAP	Classifieds	MyReferrals
FS SBU India HR	Telephone Reporting System	Openings across the Group
Employee Assistance Program	Employee Directory	
R2D2 (RMG Tool)	Visitor Management System	
Leave Management System	MyExpenses	
CommunityConnect		

MAiA Home Page



You will find the MAiA Chat icon in the bottom of the page

Click on the icon to start the chat

GLOBALINDIAALTRANSALESUNIVERSITY+ customize

Search

All News>About UsL&DArchitects of Positive FutureUseful LinksCOVID-19 UpdatesIndia 2020WeSynergize

SUPPORT FUNCTIONS

HR

- MyConnect
- HR Policies
- BU HR List
- BU RMG SPOC List
- People Care: FS SBU
- Employee Services
- L&D
- International Assignment Services (IAS) India
- Talent Acquisition
- Talent Management

[Support Functions](#) > [HR](#)

Human Resources

About HR

In today's world, there is a paradigm shift in the way HR is being viewed. Less than a decade-and-a-half ago, it was quite unlikely that the HR team be considered as a 'strategic contributor' to run a business. Now, 15 years later, when people skills are a premium across countries and industries, one of the most challenging task for any company is to hire the right talent and be able to retain it. Therefore, in this world of billable hours, it's not surprising that the HR function can impact bottom lines, and our Group's brand slogan "*People matter results count.*" resonates well with the dynamic business environment.

Though people centricity is core to our business, we at India HR play a strategic role in our company's inorganic growth path as well. We are divided into five sub functions that constantly strive towards molding our people, their knowledge, skills and capabilities to set them apart from our competitors.

Click on the links below for details on each of the functions:

- Talent Acquisition

FOR YOU TO USE

Email Print

Watch

Organization Chart

[Click here to download the HR Organization Chart](#)

Holiday List

[Holiday for 2020](#)

HR Policies

[Click here to read the policies](#)

Recently Updated Pages

[HR Policies](#)
[Policies](#)
[Contacts](#)
[MHA Guidelines for Travel](#)
[Hotel Information and SOPs released by the State Govts](#)



Welcome Message

MAiA will address you with your name.

Welcome message appears in the chat window

The screenshot displays the 'talent' portal interface. The top navigation bar includes 'GLOBAL', 'INDIA', 'ALTRAN', 'SALES', 'UNIVERSITY', and '+ customize'. A search bar is located on the right. The left sidebar lists 'SUPPORT FUNCTIONS' with a dropdown menu for 'HR' containing 'MyConnect', 'HR Policies', 'BU HR List', 'BU RMG SPOC List', 'People Care: FS SBU', 'Employee Services', 'L&D', 'International Assignment Services (IAS) India', 'Talent Acquisition', and 'Talent Management'. The main content area shows the 'Human Resources' section with a sub-header 'About HR'. A chat window titled 'I'm MAiA, Your HR Advisor' is overlaid on the right. The chat window displays a welcome message from MAiA, a red arrow pointing down, and a button labeled 'HR Shared Services'. The chat input field at the bottom is labeled 'Type your message'.

talent GLOBAL INDIA ALTRAN SALES UNIVERSITY + customize Search

All News ▾ About Us ▾ L&D Architects of Positive Future ▾ Us

SUPPORT FUNCTIONS

- HR ▾
 - MyConnect
 - HR Policies
 - BU HR List
 - BU RMG SPOC List
 - People Care: FS SBU
 - Employee Services
 - L&D
 - International Assignment Services (IAS) India
 - Talent Acquisition
 - Talent Management

Human Resources

About HR

In today's world, there is a paradigm shift in how HR is viewed. Less than a decade-and-a-half ago, the HR team be considered as a `strategic business. Now, 15 years later, when people from different countries and industries, one of the most important company is to hire the right talent and be able to manage this world of billable hours, it's not surprising that "results count." resonates well with the day-to-day reality.

Though people centricity is core to our business, HR plays a strategic role in our company's inorganic growth. It is divided into five sub functions that constantly work to enhance our people, their knowledge, skills and capabilities from our competitors.

Click on the links below for details on each function.

- Talent Acquisition

I'm MAiA, Your HR Advisor

Welcome Message by MAiA

Hi Pratap, I can help you with **HR** related queries.

I'm still in a process of learning and your input is crucial to helping me improve my knowledge.

Please click on the following option or you may type your query to continue.

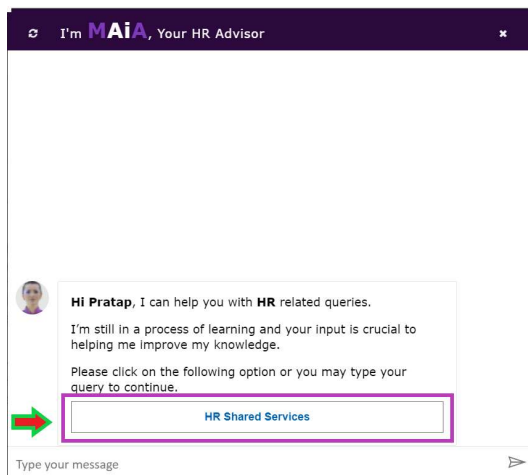
[HR Shared Services](#)

Type your message

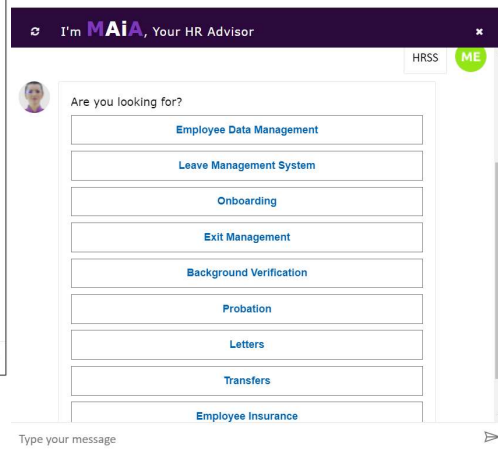


Response from MAiA (Option 1)

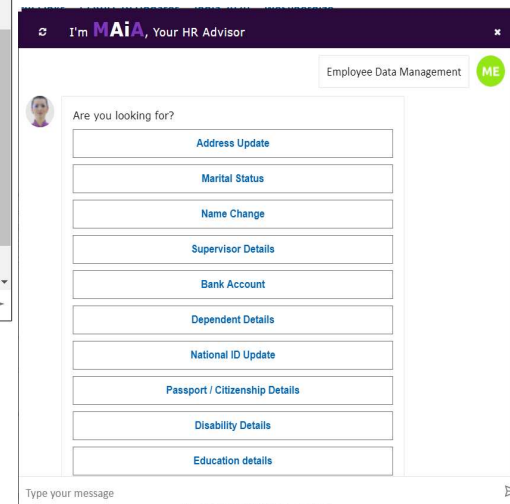
✓ Click on Suggested Process



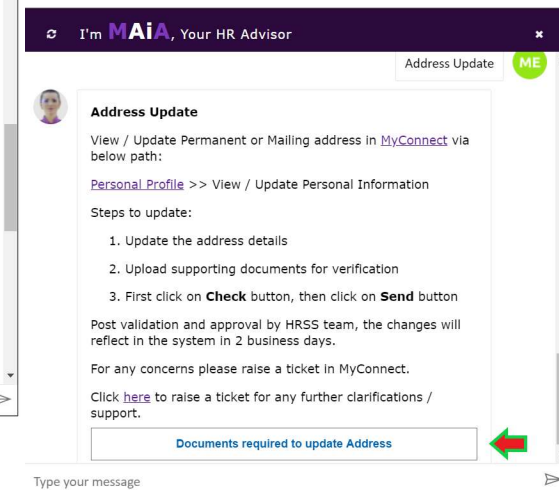
✓ Choose the required topic



✓ Choose the required Sub-topic



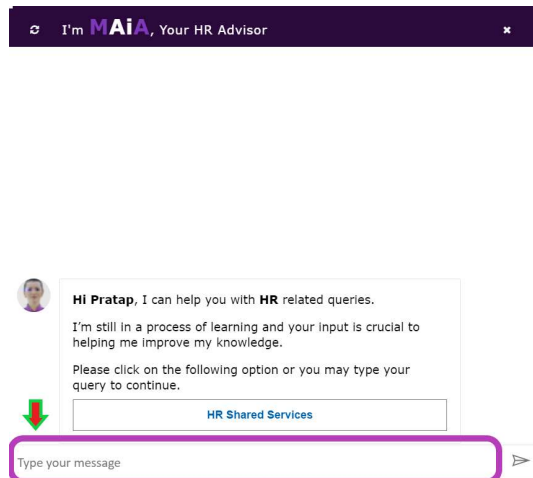
✓ Get Answer



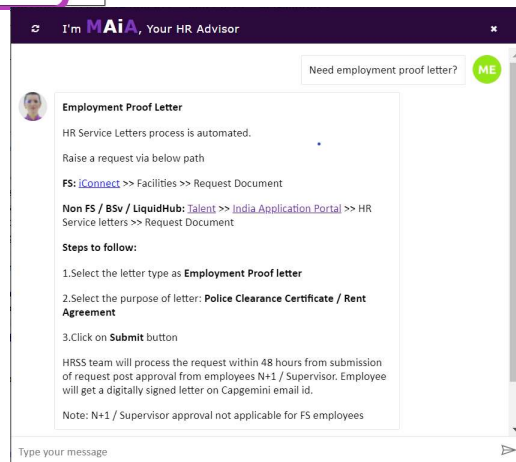


Response from MAiA (Option 2)

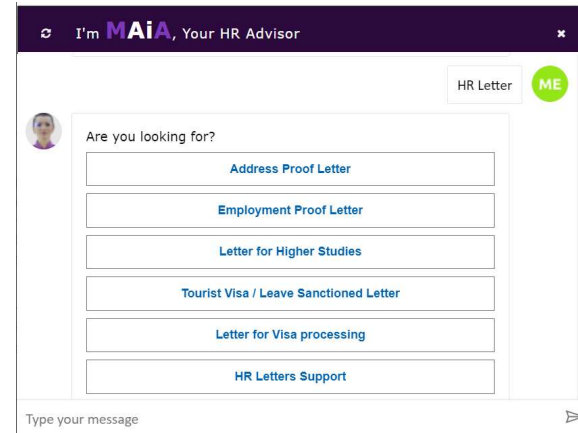
- ✓ Type complete question
E.g.: Need employment proof letter?



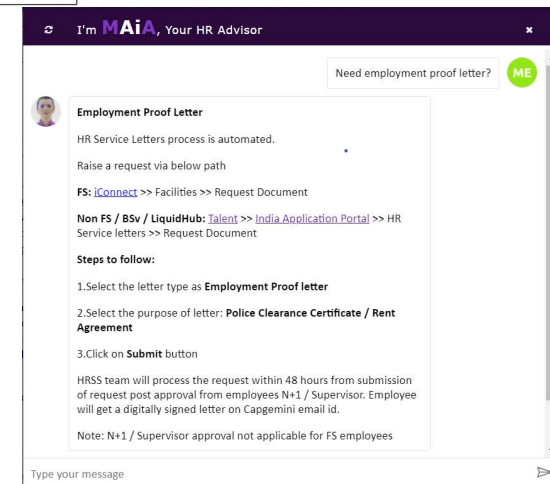
✓ Get Answer



- ✓ Type a Keyword
Egg: HR Letter



- ✓ Choose Option &
- ✓ Get Answer





Useful Links

Click on the links to directly access the respective applications / tools

MyConnect

Leave Management System

Employee Self Service(ESS)

Exit Clearance Management System

I'm MAiA, Your HR Advisor

Marital status update ME

Marital Status

View / Update Marital Status in [MyConnect](#) via below path.

[Personal Profile](#)>> View / Update Personal Information

Steps to update:

1. Update the Marital Status, Marriage Date and Spouse Name
2. Upload supporting documents for verification(Marriage certificate / Wedding Card / Certificate of divorce)

First click on **Check** button, then click on **Send** button.

Validation and approval by HRSS team, the changes will reflect in system in 2 business days.

If you have any concerns please raise a ticket in MyConnect.

Click [here](#) to raise a ticket for any further clarifications / support.

I'm MAiA, Your HR Advisor

How to apply leave? ME

Apply Leave

Click [here](#) to apply leave.

Below steps to be followed:

1. Click on **Apply leave**.
2. Select **Leave Type**.
3. Select leave **Start Date** and **End Date**.
4. Select the **Reason**.
5. Write the Description.
6. Upload Documents (if any).
7. Click the **Submit** button.

Click [here](#) to raise a ticket for any further clarifications / support.

Did you get your answer? 👍 👎

Type your message

I'm MAiA, Your HR Advisor

Where to submit resignation? ME

Submit Resignation

Submit your resignation in ECMS (Exit Clearance Management System) via below path

[ECMS](#) >> Resignation Process >> Resignation Form

Fill the Form and click on Submit button

The resignation has to be approved by the supervisor.



Useful Links

Click to open Policy document directly

I'm **MAiA**, Your HR Advisor

Policy documents **ME**

Insurance Policy Documents
Insurance Policy documents are available in Talent Page.
Path: [Talent](#) >> Useful links >> Featured Links >> [Human Resources](#)
 Click [here](#) to refer Employee Insurance Policy Document 2020
 Click [here](#) to refer Parents Medical Insurance Guide 2020

Did you get your answer?

Type your message

One click option to raise HR ticket

I'm **MAiA**, Your HR Advisor

BGV Status **ME**

BGV Status
Please raise a request in [MyConnect](#) by following below steps:
 1. Click [here](#) to raise a ticket
2. Provide below necessary information

- Employee Code
- Name of Employee
- Client Name

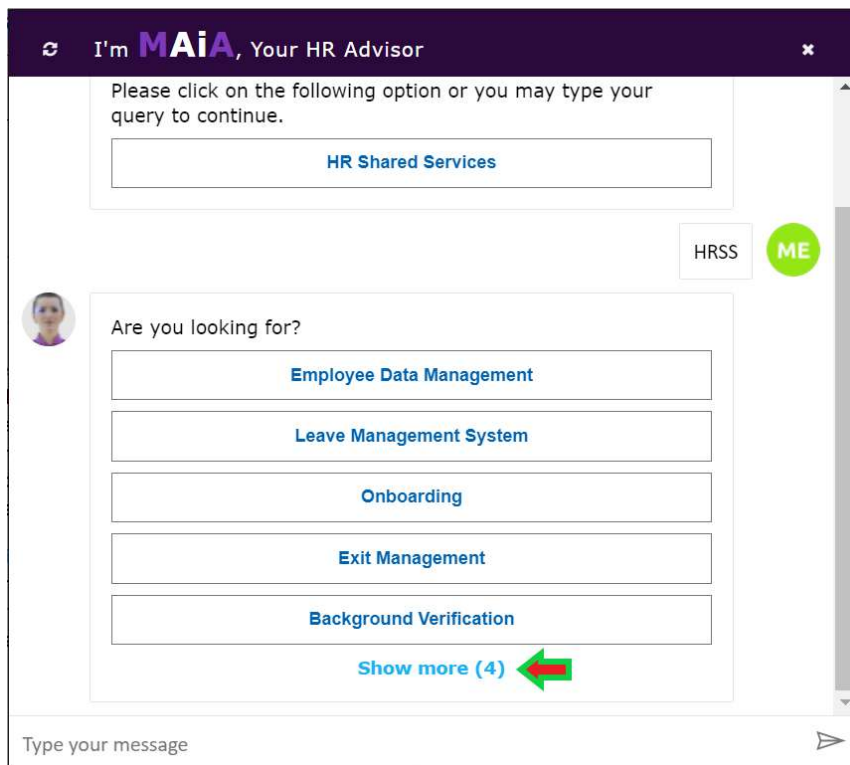
3. Click on submit buttons.
BGV team will provide the status within 3 business days.

Did you get your answer?

Type your message

Other features

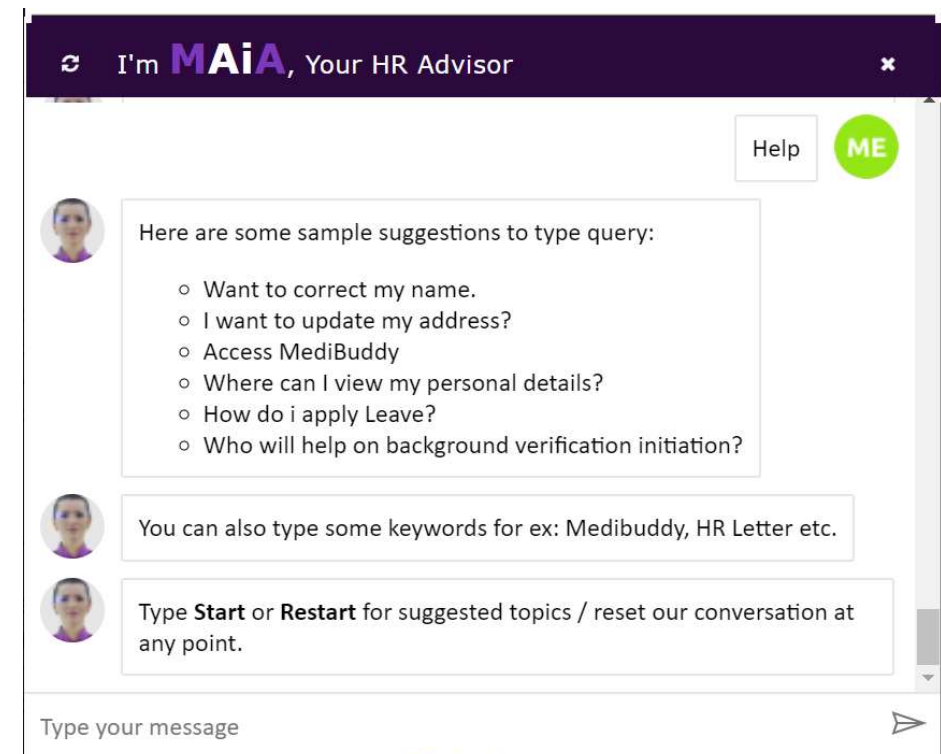
Click on **Show More** button,
to expand the dropdown list



Type **Help** : to know sample suggestions to raise a query.

Type **Start** : for suggested topics

Type **Restart** : to restart the conversation





Thank you.