

AI-Driven HRMS
Chat-bot Knowledge Base
Final Year Project – HR Management System

This document provides structured answers for an AI-driven HR chatbot, covering all 14 categories of HR-related queries.

1. General HR Queries

1.1 What are HR working hours?

HR operates from 8:30 AM to 5:00 PM, Monday to Friday. For urgent matters, email - hr@horizoncampus.edu.lk

1.2 How can I contact the HR department?

- Email: hr@horizoncampus.edu.lk
- Phone: +94 117 737 000
- In-person: 1st Floor, KCM
- Chatbot: Use this assistant for quick help

1.3 Who is the HR manager?

Ms. Sachiprabha Wijesekera (sachi@horizoncampus.edu.lk).

1.4 How do I update my personal details?

1. Log in to HRMS > My Profile > Edit Details
2. Submit changes for HR approval (processed in 2 days).

1.5 Can you tell me my EPF number?

Find it in:

- HRMS > Payroll & Benefits
- Your pays lip
- Email - payroll@horizoncampus.edu.lk for assistance.

1.6 How can I get a copy of my employment contract?

- HRMS Portal: Documents > Request Contract
- Email HR with your employee ID.

1.7 Where can I find HR forms?

- HRMS > Forms & Templates
- Shared Drive: [LINK]
- Physical copies at HR office.

1.8 What is the process for updating emergency contact?

1. HRMS > My Profile > Emergency Contacts
2. Edit details and submit.

1.9 Can I get a printout of my salary slip?

Yes:

- Download from HRMS > Payslips
- Request a hard copy from HR.

1.10 What's the HR email address?

hr@horizoncampus.edu.lk

1.11 Can I view my employment history?

Yes, in HRMS > Employment History.

1.12 How do I change my contact number?

Update via HRMS > My Profile > Contact Info.

1.13 Where can I get a reference letter?

Request via HRMS > Documents > Reference Letter.

1.14 How can I check my attendance record?

HRMS > Attendance > Monthly Report.

1.15 Who handles employee grievances?

Contact HR Manager or submit via HRMS > Grievances.

1.16 Where is the HR office located?

3rd Floor, Main Building, Horizon Campus.

1.17 Is there a dress code policy?

Yes. Business casual (details in HRMS > Policies > Dress Code).

1.18 How do I request HR support?

Use:

- This chatbot
- Email - hr@horizoncampus.edu.lk
- Visit HR office.

1.19 Can I update my profile photo?

Yes, upload in HRMS > My Profile > Photo.

1.20 Who do I talk to about harassment complaints?

Confidentially report to:

- HR Manager
- Ethics Hotline: ethics@horizoncampus.edu.lk

2. Attendance & Time Management

2.1 How many days have I been absent this month?

Check HRMS > Attendance > Monthly Summary.

2.2 What time did I clock in today?

View in HRMS > Attendance > Today's Log.

2.3 Can you show my attendance report for this week?

Go to HRMS > Attendance > Weekly Report.

2.4 How many hours have I worked today?

See HRMS > Attendance > Daily Hours.

2.5 Can I edit my wrong attendance entry?

No. Request correction via HRMS > Attendance > Correction Request.

2.6 Who should I inform about late arrival?

Notify your supervisor and log late arrival in HRMS.

2.7 What is the late attendance policy?

- Grace period: 15 minutes
- Late mark after 8:45 AM (details in HRMS > Policies).

2.8 Am I marked absent today?

Check HRMS > Attendance > Status.

2.9 How do I mark my attendance?

- Biometric scan at office
- HRMS Mobile App for remote logging.

2.10 Can I apply for regularization of my attendance?

Yes, submit a request via HRMS > Attendance > Regularization.

3. Leave Management

3.1 How many leave days do I have?

HRMS > Leave > Balance shows remaining days.

3.2 How do I apply for leave?

1. HRMS > Leave > Apply
2. Select type, dates, and submit.

3.3 Can I cancel a leave request?

Yes, if pending approval (HRMS > Leave > Cancel Request).

3.4 Who approves my leave?

Your supervisor or HR (for extended leave).

3.5 What is the annual leave policy?

- 15 days/year (details in HRMS > Policies > Leave).

4. Payroll & Salary

4.1 When is salary credited?

Last working day of each month.

4.2 What is my net salary this month?

Check HRMS > Payroll > My Pay slip.

4.3 Can I download my pays lip?

Yes, from HRMS > Payroll > Pay slips.

4.4 How is my salary calculated?

Basic + Allowances – Deductions (view breakdown in pays lip).

4.5 What are my deductions?

Listed in HRMS > Payroll > Deductions.

5. Service Letters & Documents

5.1 How can I request a service letter?

HRMS > Documents > Request Letter.

5.2 How long does it take to get a letter?

3 working days for processing.

5.3 What info is in my service letter?

- Joining date
- Position
- Salary (if authorized).

7. Task Allocation & Management

7.1 What tasks are assigned to me today?

HRMS > Tasks > My Tasks.

7.2 What's the deadline for my task?

Check HRMS > Tasks > Task Details.

8. Training & Development

8.1 What training sessions are available this month?

HRMS > Training > Calendar.

8.2 How do I register for a training?

HRMS > Training > Register.

9. Recruitment & Hiring

9.1 Are there any job openings?

HRMS > Careers > Job Openings.

9.2 How can I refer someone?

Submit details via HRMS > Careers > Employee Referral.

10. Retirement, Resignation & Exit

10.1 When am I eligible for retirement?

At 60 years (or as per policy).

10.2 How do I resign?

Submit resignation letter via HRMS > Exit > Resignation.

11. HR Policies & Guidelines

11.1 Where can I view HR policies?

HRMS > Policies > Handbook.

11.2 What is the disciplinary action policy?

Details in HRMS > Policies > Disciplinary Actions.

12. Chatbot-Specific Questions

12.1 Are you a real person?

No, I'm an AI HR assistant.

12.2 Can you talk in Sinhala?

Currently, I support English only.

13. Technical/System Issues

13.1 I can't log into the HRMS.

Try:

1. Reset Password
2. Clear cache
3. Email - helpdesk@horizoncampus.edu.lk .

13.2 My password isn't working.

Use - contact IT Department admin.

14. Employee Well-being & Engagement

14.1 Is there a mental health policy?

Yes. Email - wellness@horizoncampus.edu.lk for support.

14.2 Who do I contact for counseling?

HR Wellness Team (confidential sessions available).