

Pilot Brief 2 — Context-Aware HR Copilot (No Emotion Recognition)

Problem to prove

HR needs faster onboarding/answers without privacy or compliance risk. The EU AI Act prohibits workplace emotion recognition; buyers prefer assistive GenAI that improves cycle time and quality.

Objective (60–90 days)

Demonstrate a reduction in onboarding cycle time and HR ticket backlog using a compliant copilot that answers policy questions, guides checklists, and drafts manager check-ins—without emotion inference.

Hypotheses

- H1: Time-to-proficiency for new hires decreases by 20–30% (access + mandatory tasks).
- H2: Self-service resolution rate increases for routine HR questions (benefits, PTO, policies).
- H3: Manager effort for onboarding admin decreases by $\geq 25\%$ (tickets/time logs).

Scope & guardrails

- Features: role-aware checklists, policy Q&A; with citations, draft 30/60/90 plans, calendar nudges.
- Compliance: EU mode (no emotion AI per Article 5(1)(f)); US mode may allow aggregate text sentiment only with explicit consent.
- Data: HRIS/LMS knowledge base indexing; no biometric/affect data.

Success metrics (decision-grade)

- Reduction in average onboarding days (access + training complete).
- Increase in first-month task completion rate.
- Reduction in Tier 1 HR ticket volume/handle time.
- CSAT $\geq 4.2/5$ for new hires & managers.

Timeline

Weeks 1–2: connect knowledge base & SOPs → Weeks 3–8: run on a cohort → Weeks 9–10: readout.

Deliverables

Copilot access, weekly KPI snapshots, ROI worksheet (time saved, deflected tickets), final Decision Memo.

Key references

EU AI Act Article 5(1)(f); analyst research on GenAI in HR (recruiting/onboarding/service); adoption and governance best practices.