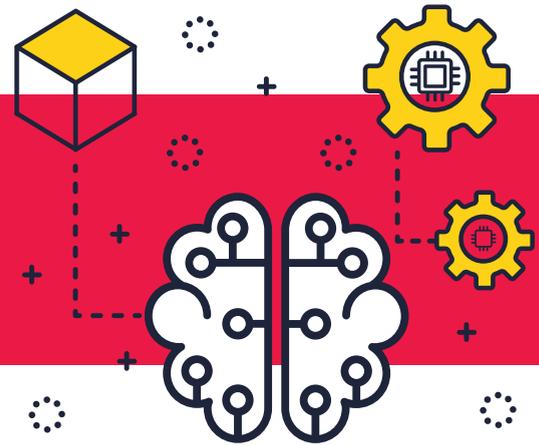


TRANSFORM EXPERIENCE.
TRANSFORM BUSINESS.

SuccessFactors AI Chatbot

SOLUTION OVERVIEW

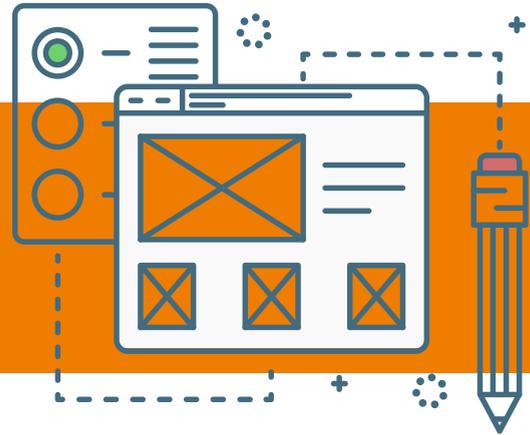


SuccessFactors AI Chatbot is designed for seamless interaction between an employee and a virtual HR person (like an HR Business Partner) via automated interaction. Chatbot imitates conversation with a real person and relies on artificial intelligence. They have ushered in a new era in the way enterprises work, making processes simple, intuitive, and engaging. Chatbots are constantly enhancing user experience and user engagement. This is done using Recast AI tool to interact with SuccessFactors. The BOT is configured to deal with SuccessFactors Time Off related queries from employees.

The queries are processed by the SuccessFactors Recast AI tool and accessed from SuccessFactors Employee Central Time Off, Performance and Recruitment Module. The BOT can also be pre-configured for other SuccessFactors.



USE CASES



SuccessFactors (SF) AI Chatbot is an interactive solution.

Here are some examples to show how the interaction goes with HR Virtual Assistant on below queries:

1. How many annual leaves have been carried forward from last year?
2. Number of new joiners

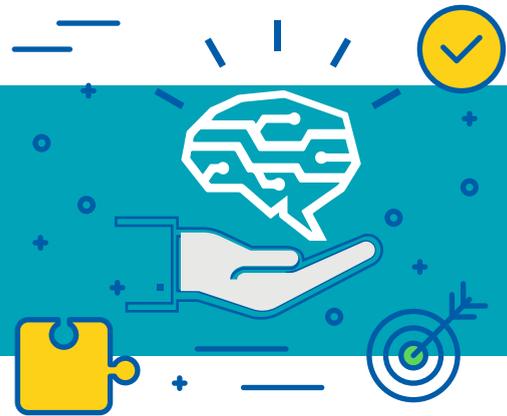


The queries are Employee central

Q) Number of New Employees Joined
An example is shown herein to show how the interaction goes with the HR Virtual Assistant. The queries are processed by the SuccessFactors AI Recast tool and accessed from SuccessFactors Employee Central.



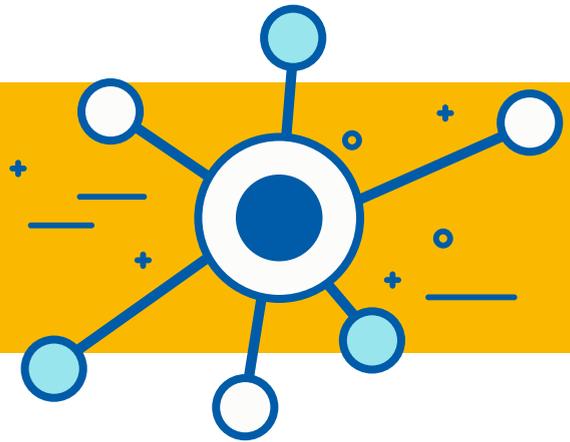
BENEFITS



The SF Chatbot solution is of immense value to HR and HR software because:

- It streamlines the HR processes (employee queries to be answered by a dedicated virtual HR Business Partner)
- Efficiency is maximised in the HR department by having a dedicated virtual assistant to answer employee queries
- Employee empowerment by effective communication and engagement with a virtual Chatbot HR Business Partner/HR Assistant
- Less time consuming for employees than to login to Website and navigate the results
- Facilitates real-time report generation

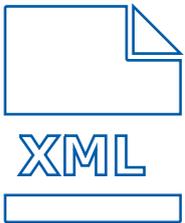
TECHNOLOGIES USED



SuccessFactors Odata API: The SuccessFactors Odata API is Web Services API based on Odata protocol intended to enable access to data in SuccessFactors system.



AI Recast Tool: This Artificial Intelligence tool can create BOTS that understand humans. The BOT can be pre-configured to understand all user inputs



XML coding: Extensible Markup Language defines a set of rules for encoding documents in a format that is both human and machine-readable. XML emphasizes usability across the internet such as those used in Web Services.

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