Global Manufacturer deploy Digital HR Assistant

Improving Employee Experience & Efficiency

humley...

The Business Case

A global manufacturing company has deployed Humley's Digital HR Assistant to deliver efficiencies to their HR Team though automating the handling of employee communications and travel bookings.

The manufacturer is renowned for its innovative use of material products around the world in industries such as Automotive, Construction, Healthcare, Cosmetics, Energy, electronics, sports, and leisure. This forward-thinking ethos means that they are always seeking ways to improve and deliver efficiencies within their processes.

Humley's Assistant enables organisations to enhance employee experiences and generate operational efficiencies through the provision of 24/7, on demand, AI powered text-based assistant.

The company's HR Team were receiving a high volume of communications and requests from one of their regional offices. The part time availability of the team and increasing number of queries meant that responses were slower than usual, and a backlog of unanswered emails and travel requests were building up, preventing the HR team from completing their day-to-day work.

The manufacturer already had some experience of Intelligent Automation technology and its benefits and were using RPA bots to automate the processing of travel booking requests. They were, therefore, seeking a solution which could not only alleviate the pressure on the HR Team, but one that could also integrate with and enhance their existing RPA solution.
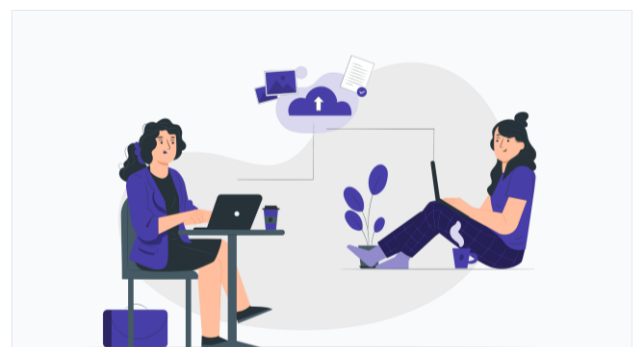

Key Benefits:

- ✓ Integration with RPA bots to support travel bookings.
- ✓ **30% time saving** for HR
- ✓ **£250K savings** compared to delivering human 24/7 HR Help Desk
- ✓ **80% of communications automated**

Humley's Solution

Humley deployed their innovative Digital HR Assistant, an easy to use, quick to deploy, enterprise Conversational AI platform. The platform enables organisations to enhance employee experiences and generate operational efficiencies through the provision of 24/7, on demand, AI powered text-based assistant.
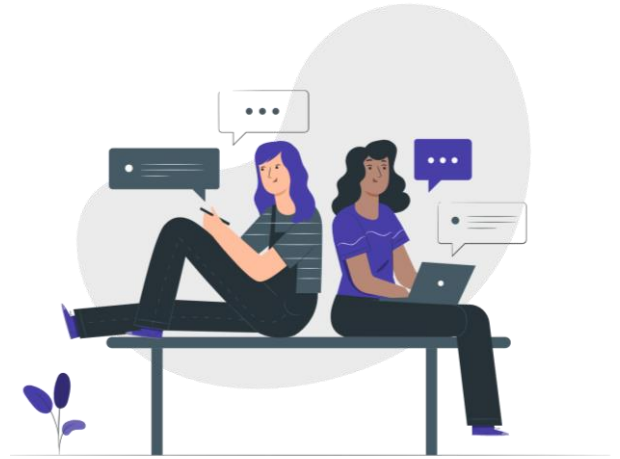
80% of employee communications, requests & tasks are now automated through the Assistant

In order to streamline and deliver efficiencies to the handling of inbound employee queries and tasks, Humley's platform automatically ingested the manufacturer's existing employee handbook and FAQs. This created a knowledge base of over 250 customised HR queries and associated tasks, ultimately reducing the complexity and time required for building the platform for the business.

In addition, structured conversations were built within the platform in conjunction with Humley's RPA integration to support the travel booking process. Information was gathered from employees through naturalistic conversations via a web chat interface to populate travel forms and upon completion trigger an email to Line Managers for approval. Humley's HR Assistant applies Natural Language Processing (NLP) and Machine Learning to understand the intent of the

employee's requests to provide the most relevant response, enriching information provided against the ingested knowledge base – providing meaningful and accurate responses in seconds, significantly reducing response times and improving satisfaction.

Benefits Delivered

As a result of Humley's rapid technology deployment, the manufacturer was able to launch the HR Assistant within 6 weeks. Humley's HR Assistant has meant that the HR team no longer rely on their phone and email services for employee support and instead all queries are routed through the Digital Assistant, freeing up staff to focus on higher value and strategic tasks.

The platform now automates 80% of staff requests and tasks, significantly reducing response times and improving employee experiences. As well as increasing productivity through minimising the amount of time spent on administrative tasks.

The ingestion of the company handbook within the Assistant has led to greater awareness of company guidelines through increased employee adoption.

Significantly, the ingestion of the company handbook within the Assistant has led to greater awareness of company guidelines through increased employee adoption. Previously, the guidance was provided as part of the onboarding process and then left to gather dust. The inclusion of the handbook within the platform has meant that employees have access to information whenever and wherever they need it, leading to improved compliance and productivity.

Furthermore, Humley's solution has enabled significant cost savings and supported business growth without the need for additional recruitment within the HR Team.

Due to the success of the Digital HR Assistant for the organisation, they are now looking to extend their usage across other European offices. Humley continue to work closely with the manufacturer on their Digital Transformation journey ensuring that processes are continually optimised, and even greater benefits are realised across the business.

Revolutionise Experiences & Boost Efficiencies with Humley Studio.

Welcome to Humley, where we are transforming the way organizations engage with their customers through Conversational AI Assistants. Our mission is to empower businesses to autonomously build, deploy, and manage cutting-edge AI-powered Assistants, delivering exceptional customer experiences while optimizing valuable time and resources.

At Humley, we offer Studio, our flagship SaaS platform, designed to revolutionize the way you interact with your customers. Studio provides a suite of powerful tools, including Think – our state-of-the-art generative AI and GPT-driven solution, enabling automatic creation and review of Q&As based on existing knowledge sources.

With our intuitive Easy Q&A editors, versatile Flow builder, and templated integrations into the leading business systems and technology solutions, you can effortlessly design personalized and efficient conversational experiences.

What sets us apart is our commitment to providing a no-code approach to Conversational AI, making it easy for businesses of all sizes to harness the potential of AI-driven customer service without the complexities. We believe in empowering our customers to orchestrate AI safely and seamlessly, integrating our Assistants into a wide range of AI providers, including our own.

Join us on our journey to revolutionize customer service through Conversational AI. Sign up for a free account today and experience the future of effortless and intelligent customer interactions.

Launch Assistant

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