

How the HR department of a global organization manages a multigenerational workforce using AI-driven conversation analytics.

Situation

Managing the workplace well-being of a multigenerational workforce can be a daunting task when considering the varying work styles, communication preferences and regional differences. Add to this remote work, the use of multiple communication applications and platforms, and you're sure to find conflicts sooner rather than later.

As a people-focused department, the HR teams struggled to stay informed on employee performance trends and challenges across the multitude of departments within their global organization. They needed a solution that could provide an aggregated view of the specific insights they were hoping to surface leveraging the AI capabilities rapidly emerging. The goal? Help open communication channels, encourage mutual respect, and proactively help bridge the generational dialogue gap. They needed a strategic solution that could be customized to their specific needs.

Use Case

- Early identification of burnout - load balancing
- Employee job satisfaction - talent retention
- Key skills required for role-based success - recruitment
- Operational optimization
- Identify performance trends

Solution

After seeing its powerful granular level capabilities in action, CallCabinet's AI-driven conversation analytics was deployed to be used across all the organization's communication platforms. By capturing and generating the customized business intelligence based on all calling and conferencing discussions, this conversation data would expose what had previously been invisible to the HR and management teams.

Having set specific keywords and phrases to be alerted on, the HR department now had real time awareness of all potential misunderstandings and conflicts. However, the solution delivered so much more. Not only did the HR department now have deeper insights on workforce interactions, but they could discern trends in performance. They began doing root cause analysis to identify underlying issues that were affecting morale - a sure win in closing the generational gap and improving the employee retention ratio.

Seeing the results of the targeted HR business intelligence, multiple departments within this enterprise have since started utilizing CallCabinet through customized dashboards tuned to the metrics that matter most to them.

