

Workplace Chatbot: communication support 24/7



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About Emplocity

Emplocity Sp. z o.o. is revolutionizing the rules governing the labor market by improving the efficiency of recruitment and HR processes and replacing them with solutions based on artificial intelligence.

In August 2017, we developed Poland's first AI-powered chatbot designed to support businesses in their recruitment processes. Since then, we have developed chatbots spanning the entire employee lifecycle: from recruitment to onboarding and internal communication to leaving the firm.

We are applying numerous state-of-the-art technological solutions, such as data science, machine learning, and NLP. Also, we have attracted the most experienced funds on the market as investors, including twice the Polish National Centre for Research and Development, thereby confirming the great potential of our technology.

Our Clients



Bank Polski



NEUCA



Santander

budimex



Grupa Żywiec

Selected awards and distinctions



The Heart
CORPORATE
INNOVATION
AWARDS 2018



OLSZTYŃSKI PARK
NAUKOWO-TECHNOLOGICZNY



DIGITAL
CHAMPIONS



DIGITAL COMMUNICATION
AWARDS 2018

NLEASH



STARTUPY
w PAŁACU

EUROPEAN
START-UP



ABS
Start-Up Challenge



CENTRAL
EUROPEAN
STARTUP
AWARDS



ORZEŁ
INNOWACJI
STARTUP

Internal Communication Challenges

Overburdening and shortage of employees
in charge of internal communication

48%

of respondents point to the problem
of the lack of spare capacity in
teams responsible for internal
communication

9 000

this is how many phone calls one
employee of an internal company
hotline has to take

Low penetration
of tools

11%

of companies use internal
communication tools despite the
fact that 87% of them described
these tools as the most effective

No analysis of the effectiveness
of internal communication

33%

of companies analyze internal
communication

Questions from employees repeat; on the other hand, they complain
about information overload

80%

of questions forwarded to HR
departments are repeated

50%

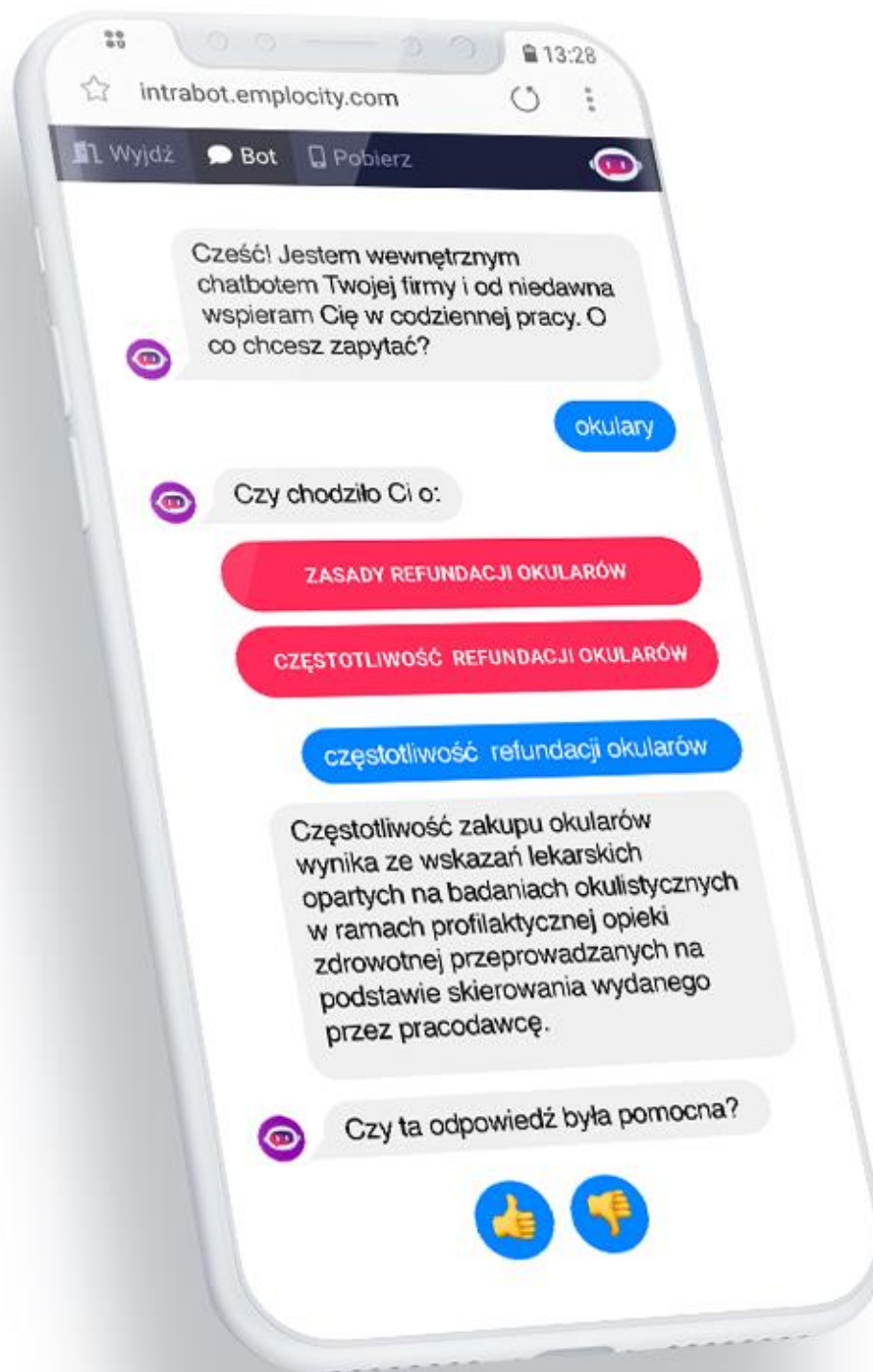
of employees believe the amount of
information they get is excessive

Data sources: State of the Sector 2019 Gatehouse; Own study by Emplocity 2018



Our Solution

An internal company chatbot automatically handling questions and requests from employees in specified HR and staff-related areas.



browser
version



mobile app
for Android



desktop app
for Windows

soon available for
iOS devices

How does it work?



QUESTION FROM A USER

processed by chatbot using natural language processing (NLP) techniques

USER'S INTENTION DEFINED

Using natural language processing (NLP) techniques, chatbot specifies the topic the user's question concerned.



BOT'S REPLY



universal reply from a pre-defined database

OR

customized reply containing data from the client's system

OR

request to specify the context selected from the list



USER'S QUALITY EVALUATION OF THE REPLY

providing the system's controller feedback concerning the content of the reply; next, the controller may provide an additional explanation via chatbot or update the model by adding a new reply

How Your business will benefit



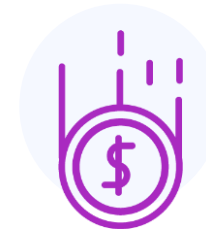
Single interface

for managing multiple content elements which were previously dispersed



Easy management

client may add new questions and replies at any moment



Time savings

chatbot anticipates next questions/requests, without the need for adding them to the database



Analytical module

provides insight into the most trending topics among employees



Full accessibility

24/7 access for employees via any device



Relieving resources

of the internal hotline of communication team

Contexts

Chatbot can handle any organization-related contexts. Most popular ones concern personnel and HR-related issues, such as:

- employee contacts database
- employee benefits and perks
- leaves and relevant applications
- car fleet
- business travel
- workplace equipment
- employee forms
- social insurance declarations
- group insurance
- healthcare
- health and safety at work
- changes in personal data

Proven implementation model: PILOT

PILOT (2 months)



Project launch – presentation of the tool and task allocation

Kick-off of the project. We demonstrate the tool, present the implementation plan and schedule, and approve the allocation of tasks.



Configuration: preparation of the knowledge base in the context selected for the pilot

Definition of the scope of chatbot's operations for the pilot period for the selected functional area, including anticipated questions/requests, replies, and lines of action.



Pilot's implementation

Period of the pilot's implementation process, in which the solution will be tested under actual conditions in terms of the assumed business goals and the expected quality of the service.

Proven implementation model: POST PILOT

POST PILOT (2-3 months)



Expanding the tool to cover new areas

Definition of the bot's scope of operations for further functional areas, including anticipated questions/requests, replies, and lines of action.

Deeper integration with the client's existing systems



Definition of the scope of data submitted to the website (e.g. decisions to grant support), development of communication interfaces between systems and specific API.

Implementation of mechanisms for data exchange between systems.



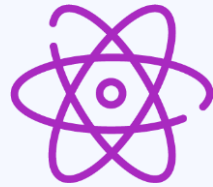
Implementation of the bot's functionalities in new areas

Implementation of the chatbot's functionality in the area of support for, e.g., the personnel and payroll issues hotline, social issues hotline and/or technical issues hotline.

Monitoring, maintenance, support

Ongoing maintenance of the system, monitoring of its performance, support for the system's users.

Emplocity's technology



Research & Development

We have been carrying out extensive R&D work on enhanced learning, symbolic and sub-symbolic transformation and data programming.



Neural Network

Our solutions are based on deep neural networks, semantic analyses and automated planning algorithms (Hierarchical Task Network – HTN).



Scalable Technology

Our applications are designed based on React/Relay, while back-end communication takes place via the GraphQL protocol. Our platform is based on microservices communicating with one another through RabbitMQ queues. Our systems are fully scalable thanks to the use of the Docker Swarm technology.

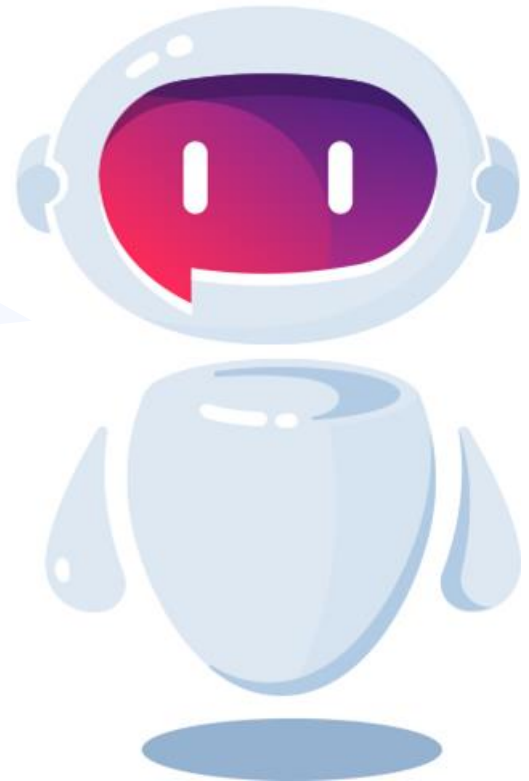
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