



Simplifying the onboarding process using AI-powered virtual assistant

Simplifying the high-capacity onboarding process using **AI-powered virtual assistant solution (AIVA)** that collects information and documents from newcomers from anywhere. Due to the integration with ATS SAP Success Factors we're able to store all

data in one place and to automatically generate the already pre-filled employment contracts that are ready to be e-signed. **Improving employee experience and saving hundreds of hours a month for HR department.**



ŠKODA

Overview

Customer: ŠKODA AUTO

Website: www.skoda-auto.com

Customer Size: Enterprise (35+ K employees)

Country: Czech Republic

Industry: Automotive

Products and Services: Feedyou Platform & Azure

Feedyou Platform & SAP Success Factors & Microsoft Azure

Customer Challenges

ŠKODA AUTO is one of the largest employers in the Czech Republic, hiring dozens of candidates every month.

With this amount, the onboarding process gets more difficult, as there is a lot of information and documents that every employee must provide in relation to ŠKODA AUTO HR Departments, which significantly utilize the working day of HR specialists. New employees are providing legal documents, personal and contact information physically at the local recruitment centers thus prolonging the onboarding process.

Feedyou Solution

In order to simplify the entire onboarding process, we implemented the AI-powered virtual assistant solution that can handle the entire pre-onboarding conversation between a newcomer and ŠKODA AUTO HR Departments. The employees have the option to chat/talk to a virtual assistant physically at the local recruitment centers using large interactive touch screens as well as from the comfort of their homes via a secure website on cell phone or PC.

The employees enter their employee ID, which was assigned to them in the ATS SAP Success Factors system. They continue by filling in personal and contact details, such as name, surname, email, phone number, country of birth, birth number, number of children, payroll information, and uploading documents – e.g., proof of the highest level of education attained, ID card scan, and foreigners must also provide proof of residence permit and passport scan. All documents are easily and securely uploaded directly to a virtual assistant and import to ATS SAP Success Factors for the follow-up steps. For enhanced security considering the personal data and documents collection, the Feedyou Platform & virtual assistant solution was moved to a private ŠKODA AUTO Microsoft Azure Cloud subscription, without interfering with the possibility of adjusting the AIVA's conversational flow at any time.

Customer Benefits

88% of all newcomers were successfully and automatically onboarded via AIVA in March 2021, 94% in June 2021.

Our mutual goal is to further evolve AIVA and achieve 99% success rate at the end of 2021.

"At ŠKODA AUTO in connection with the new HR strategy and the deployment of the new HR system SAP Success Factors, we also faced great challenges in the form of transformation of existing processes. Virtual assistants are now in charge of the recruitment process / process of joining the company, including the necessary integration of data into the newly deployed HR system. Specifically, this includes the global collection of personal data and documents required from all candidates who want to join the company and the subsequent onboarding. Cooperation with Feedyou is professional, fast and flawless. The deployment of the AIVA took place in a short time, when the team had to flexibly adapt to major changes linked to ŠKODA AUTO processes. I especially appreciate the close cooperation, their flexibility, realistic and constructive views on the complexity of possible solutions and on further development. I also appreciate their support in launching the new HR system and their subsequent hyper care."

– Monika Pohlova, Product Owner SAF SF Onboarding Module, ŠKODA AUTO