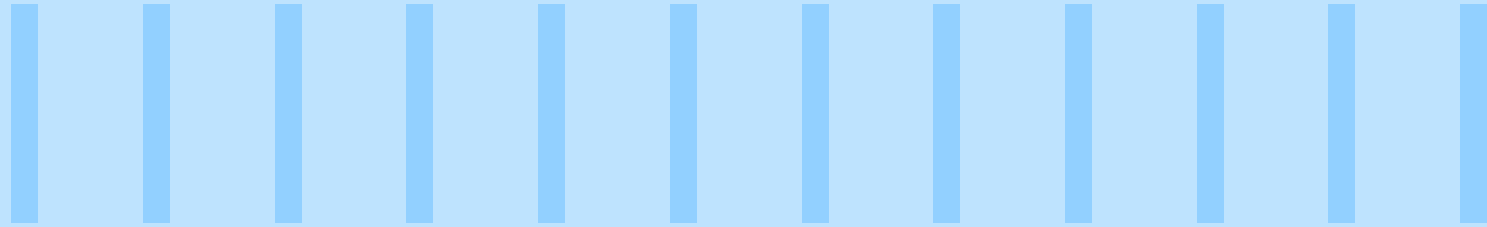




# THE ART OF (AUTOMATED) CONVERSATION





It's the little things in life that matter. And, if you work in HR, it's often the little requests from staff that get in the way. How many days of holiday allowance do I have? How do I top up my pension? What's the company policy on childcare? Without hundreds of mundane queries blocking up their inboxes, HR staff could be so much more effective...

## PROBLEM

A few years ago, when our client, a telecom company in New Zealand, began work on an automation hub to resolve IT and business problems, it invited Infosys to help find the most relevant use cases for automation. During the course of conversations with several business units, including some as part of road shows, we learnt that the Human Resources department was engaged in the rather tedious task of manually monitoring an email account where employees sent their queries. With 100-300 emails coming in every day, and resolution taking up to 48 hours, no one had the time to analyze the messages to understand any underlying patterns.

When we studied the queries in detail, we found that they ranged from a simple question, which could be answered instantly, to more complex questions that called for accessing payroll information, performing calculations or intervention by subject experts. But by and large, they all dealt with a set of common “intents”, ten to fifteen in number. Here was a situation that was ripe for automation.

## SOLUTION

We set out to identify the various intents, after which we used historical email content to create a machine learning model that categorized incoming messages by intent, and designed a workflow for responding to queries under each. Using natural language processing techniques, we built a bot that would answer mundane queries on its own, while redirecting the complicated ones to an expert by creating support tickets via a ServiceNow API. A dashboard allowed the HR team to monitor the performance of the solution.

Once the bot achieved 95 percent accuracy in a pilot, it was rolled out to the company's 5,500 employees.

**ENHANCED  
EXPERIENCE**

**FOR OVER  
5,500  
EMPLOYEES**

**TYPICAL  
RESPONSE TIME  
REDUCED FROM**

**48 HOURS  
TO 5 MINUTES**

**ALMOST 60 HOURS'**

**MANUAL EFFORT  
ELIMINATED**

**EVERY MONTH**

**WE DID THIS FOR THEM.  
WE CAN DO IT FOR YOU.**

There was an immediate improvement in user experience, not least because responses, which used to take 48 hours earlier, now arrived in 5 minutes. The solution also benefited the HR department by improving efficiency by 20 percent, i.e. eliminating 60 hours of wasteful effort every month. It also resulted in significant cost savings, and enabled HR to track and report service requests.

And with the little things out of the way, HR staff could focus on more important tasks...

**Find out more about  
how you can use AI  
and automation to  
speed up business  
processes.**

**Reach out to us at  
[askus@infosys.com](mailto:askus@infosys.com)**

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