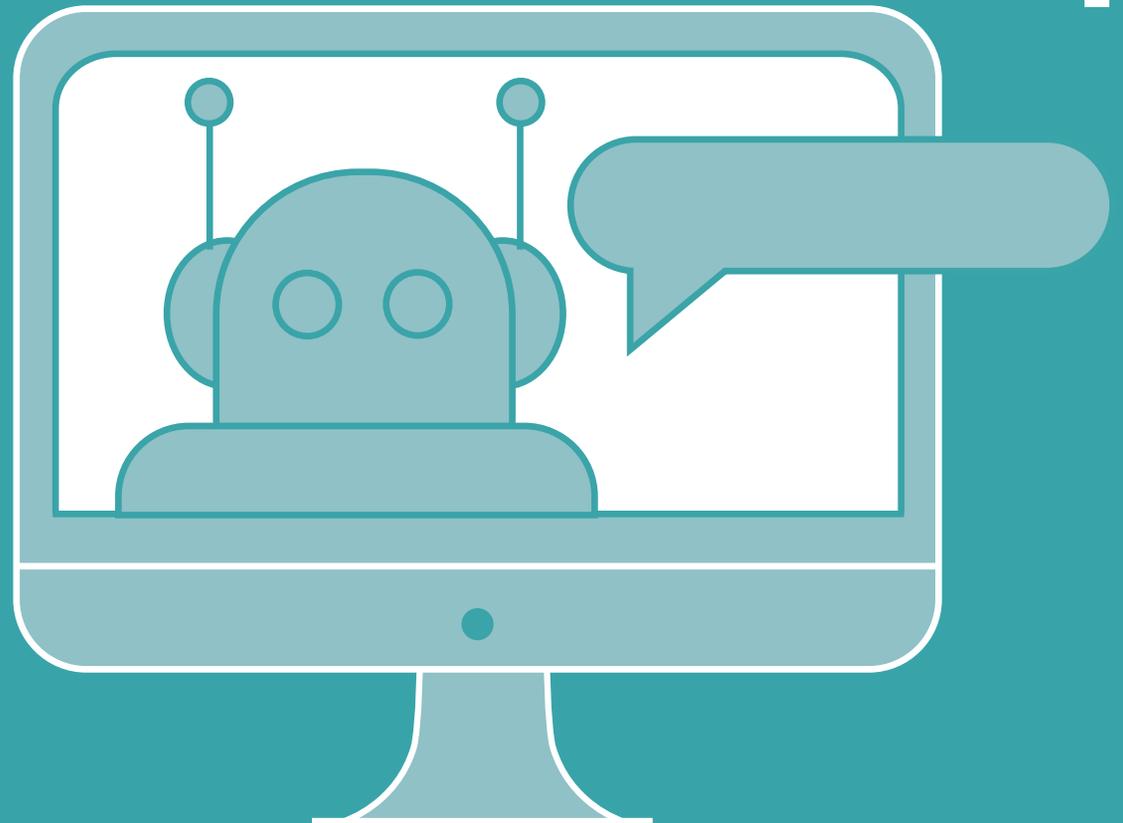


talla 

The HR Manager's Guide to Using AI





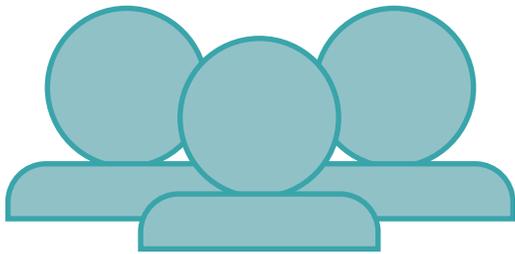
Introduction

2017 is primed to be the Year of the AI Virtual Assistant, and the best place for your organization to leverage this new technology is your Human Resources department. Roughly 47% of companies have HR software that is more than seven years old, which means the HR space is primed for an infusion of new technology. Artificial Intelligence can ensure that the software HR adopts will provide the best return on investment.

THE RISE OF INTELLIGENT ASSISTANTS

Intelligent assistants -- which include the likes of Apple's Siri and Amazon's Alexa -- are finally being applied to enterprise software, including the Human Resources department. If Siri can help you locate the nearest Starbucks, why can't the same software help new employees find answers in the company handbook? Intelligent assistants can organize, streamline, and expedite many of your tactical processes at work (commonly known as "*grunt work*" or "*busy work*") so you can focus your efforts on larger, more strategic initiatives.

The key to enterprise adoption of intelligent assistants is the uptake of enterprise chat platforms like Slack, Microsoft Teams, and HipChat. Siri listens to your *spoken* commands because speech is the most seamless means of interacting with your phone. However, yelling out voice commands isn't optimal in today's open offices and would likely go unappreciated by your coworkers. With instant messaging and chat adoption set to reach over [3.8 billion users by the end of 2019](#), it's obvious that enterprise chat is where people and businesses want to communicate. Thus, a chat-based intelligent assistant -- also known as a "*chatbot*" -- offers the most seamless AI interaction in the workplace. Enterprise chat offers a single, centralized point where an AI service assistant can do the most good for the most employees.



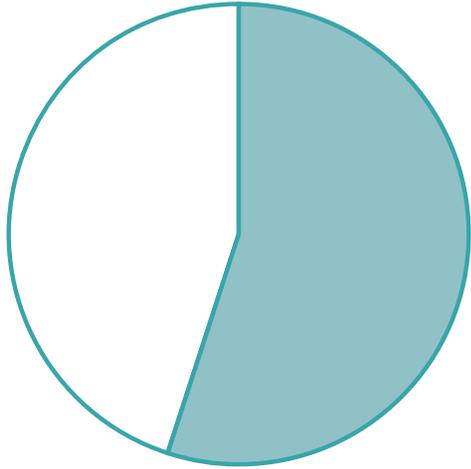
Instant messaging and chat adoption is set to reach over **3.8 BILLION USERS by the end of 2019**

WHY USE ARTIFICIAL INTELLIGENCE FOR HR?

Proactive HR professionals usually have a long list of initiatives they would like to work on, but time and budgetary constraints force these projects down the list of priorities. A recent Deloitte survey found that “some 55% of organizations reported being weak at using HR data to predict workforce performance and improvement,” no doubt in part to lack of efficient tools and available time to invest in these efforts. HR staff instead spend large chunks of their day answering common questions and dealing with all-too-common employee issues. When this busywork becomes overwhelming, HR adds headcount -- which is expensive *and* requires that HR veterans spend time training new team members.

Intelligent assistants can eliminate much of this work by automating repetitive processes that can take up most of an HR person’s day. A well-designed AI assistant could help answer employees’ questions, gather information, and keep employees on task. Chatbots can also remember endless processes after being trained just once.

Take, for example, the list of the company holidays that HR publishes each year. Even though every employee likely has access to this information -- and HR probably emailed it to everyone in the company at least once -- people still frequently ask HR when the next holiday is or where they can find the holiday schedule. This is a perfect question for an intelligent assistant to watch for and answer without any human intervention. It saves time, effort, and *sanity*.



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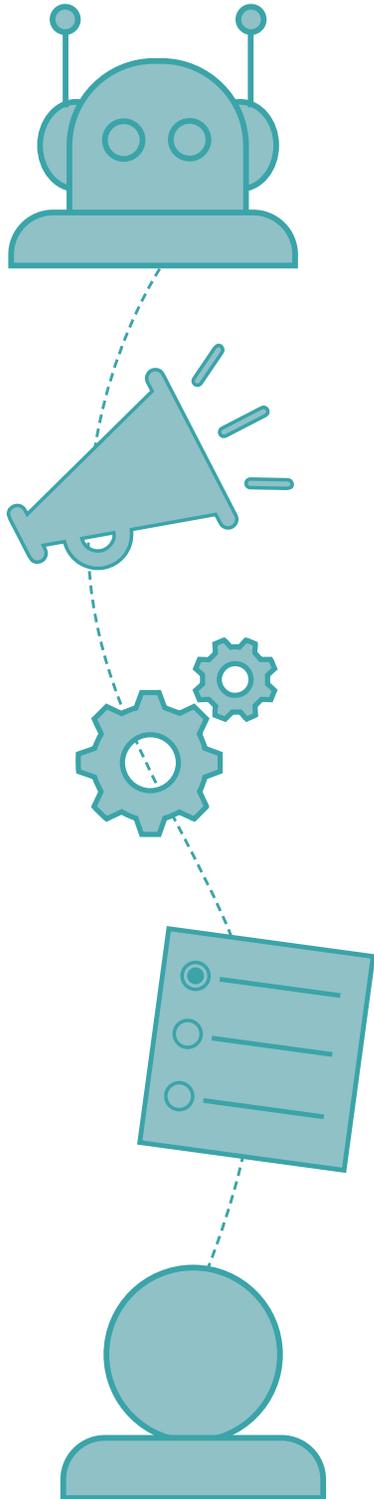
TIP 1: USE ARTIFICIAL INTELLIGENCE TO MAKE THE MOST OF YOUR RESOURCES

Human capital is likely the most valuable resource at your company, and also most likely the largest expense. Artificial intelligence and bots have the ability to make your employees both more productive and efficient. Employees will be able to offload mundane and repetitive tasks, freeing them up to focus on more important activities.

HR teams in particular spend a large amount of their time answering the same question multiple times for different employees. For example, they might have five different employees ask questions such as, “Do we have Memorial Day off?” or “How do I change my tax deductions?” By automating answering these repetitive questions using AI and bots, it makes your HR team more efficient, gets employees faster answers to their questions, and ultimately helps everyone be more productive.

An AI assistant is also ideal for improving employee training. Chatbots can do more than simply answer questions posed by new team members during onboarding; they can ensure all steps of every important training process are completed on time and in the correct order. By augmenting training, AI assistants can get employees up to speed faster and improve overall productivity.





TIP 2: USE AI TO INCREASE ENGAGEMENT TO REDUCE TURNOVER

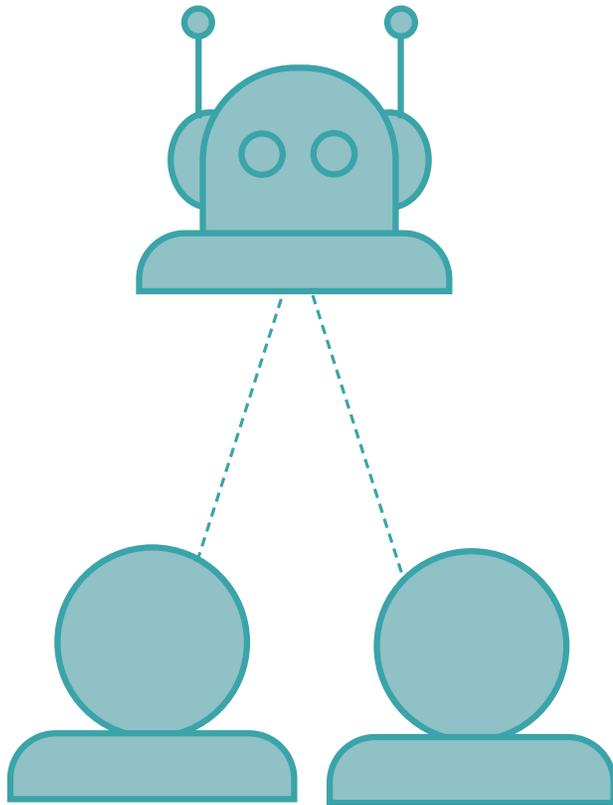
It's no secret that **engaged employees work harder, accomplish more, and stay at your company longer**. There are many ways to keep employees engaged, including offering transparent company policies, highlighting career paths for employees, facilitating interactions with company leadership, and making sure that your employees feel that their voice is being heard.

An AI service assistant can boost employee engagement by ensuring that no employee request is overlooked or ignored.

Moreover, AI chatbots aren't merely passive listening tools. They can be active, outbound messaging platforms. A properly utilized intelligent assistant can proffer career opportunities and self-improvement options in the same way that Google reminds you of appointments and Siri automatically displays your boarding pass at the airport.

Human Resources professionals are encouraged (and often required) to use data to guide employee-related decisions, and intelligent assistants can improve the data gathering that powers those directives. Chatbots can poll employees on their self-reported level of engagement, their opinions about recent company announcements, and other general HR questions. This data guides further engagement efforts, and identify employee issues before they lead to problems.

TIP 3: USE ARTIFICIAL INTELLIGENCE TO MAKE HR A STRATEGIC BUSINESS PARTNER



If the Human Resources team isn't already considered a crucial part of the strategic decision-making process in your organization, there are a few ways that intelligent assistants can help you get there. The key is to [gather, analyze, and act on strategic employee data](#).

First and foremost, intelligent assistants reduce HR's tactical work. This frees up time for impactful HR programs that can drive employee engagement, maximize retention, and ultimately, keep company costs down.

Secondly, intelligent assistants arm HR with information. Chatbots can administer polls and ask questions that gather employee sentiments on new policies, overall engagement, and suggestions for future programs.

Intelligent assistants can also automate certain parts of the onboarding process to ensure that your employees all have a consistent educational experience that keeps them engaged and on task. This, in turn, provides accurate data on how long it takes to onboard and train your employees -- a crucial and often-nebulous data point that is strategically invaluable.

Chatbots thus provide HR with critical information about your employees, and the free time to analyze and act on this information. You can't get more strategic than that.



Try the Talla HR Service Desk

Improve your HR operations today with Talla's Service Assistant.

CONCLUSION

Intelligent assistants are already common on modern smartphones, but this technology has now matured for use in the enterprise -- and Human Resources should take note. AI software allows chatbots to automate the rote, repetitive tasks that often dominate HR's time, freeing Human Resources leaders to act more strategically. Intelligent assistants can do more than deliver timely information to employees; they can also gather critical engagement data that HR can use to drive strategy.

An AI service assistant turns the Human Resources department into the information hub of your organization, and remakes HR into a strategic asset that the C-Suite can't live without.

ABOUT TALLA

Talla is your Service Assistant, bringing an A.I.-powered service desk to HR, IT, and other internal service teams. Manage and prioritize inquiries, automate answering FAQs, and proactively educate your employees, all within chat apps like Slack and Microsoft Teams. Deliver a better employee experience to your team and keep everyone knowledgeable, engaged, and productive. To get started with Talla, visit <http://www.talla.com> or contact us at sales@talla.com.