

Aerospace and Defense Company Prepares for Flood of HR Inquires with [24]7.ai Chatbots and FAQs

ORGANIZATION

Global aerospace and defense contractor

[24]7.AI PRODUCTS & SERVICES

[\[24\]7.ai Engagement Cloud™](#) with [\[24\]7 Answers™](#) and [\[24\]7 Assist™](#)

CX ENVIRONMENT

- [24]7 Answers chatbot and [24]7 Assist answers frequently asked HR questions
- Escalation path required for customer-service oriented HR team

CHALLENGES

- Two large organizations were merging, requiring HR policies to be clarified/communicated
- A 25-person HR team with various specialties addressed needs of 80,000 employees
- HR team unable to personally answer all employee questions

RESULTS

- 1200 - 1500 inquires per week addressed by [24]7 Answers chatbot
- Chatbot successfully addresses 80% of questions, eliminating the need for employees to contact HR directly
- Employee escalations are sent to HR staff to answer in real time during the day

Impending Merger Led to Pursuit of AI-Assisted Search Application

This multinational aerospace and defense conglomerate was going through a merger and the human resources team was anticipating their constituents—namely their 80,000 person employee base—were going to have trouble getting answers to their many questions.

The small team of HR specialists knew they'd need a simple way to help employees find the answers themselves.

The company's M&A transition team tapped a consulting agency to find a resource that could deliver a conversational bot with built-in artificial intelligence. The consultant immediately surfaced [24]7.ai™.

Challenge—Ensure Employees Are Able to Self-Navigate Through a Merger

This organization had well-established policies, programs and benefits customary for a large, established employer. No problem there. But, even before facing the prospect of a merger, there was no easy way for its 80,000 employees to find exactly the right person to answer an HR-related question.

Many employee questions to HR were cyclical: There's the benefit enrollment season, summer vacation planning, annual performance review and payroll adjustment timeframes.

Employees tended to call and leave a message in an HR inbox. During peak periods, the number of inquiries doubled or tripled the volume of calls. For the HR team, returning all these phone calls was getting out of hand.

On top of that, the HR team knew the upcoming corporate merger would surface more questions than ever. The team needed to come up with a way to help employees find the information themselves. Group HR partners would be overwhelmed trying to manage the calls.

Self-Help is the Answer

With a month to get ready pre merger, the [24]7.ai team helped the HR team build out a resource center of HR content. By scouring existing knowledge articles and studying how the HR contact center categorized incoming inquires, we helped them build a database that links to about 150 articles.

[24]7 Answers
chatbot contains
80%
of inquiries

AI and Machine Learning Optimized Answers Delivery

The chatbot was launched to a small segment of employees; after a couple weeks of testing, it was gradually rolled out to the whole 80,000 group. And it's a good thing too. In the beginning, post-merger, the chatbot accommodated 1200 - 1500 interactions on a regular week. That's a lot of avoided phone calls!

The chatbot initially contained about 60 percent of the questions asked. With AI, machine learning, and on going optimization, [24]7 Answers now answers nearly 80 percent of employee questions. The product's natural language understanding (NLU) capability ensures it understands the intent of a question, even if the exact language or spelling isn't entered.

The other 20 percent of inquiries that are too personal or specific, go right to a chat conversation with an HR team member.

Spreading the Word

This organization's leadership is so pleased with how [24]7.ai technology has freed up time for the HR team that they are investigating a similar implementation for its finance organization. Nothing like an internal reference to spread the good word!

Contact us

www.247.ai

info@247.ai

United States +1-855-692-9247

Canada +1-866-273-1195

United Kingdom +44 0 207 836 9203

Australia +61 2 90025780

About [24]7.ai

[24]7.ai is redefining how artificial intelligence, human insight, and deep vertical expertise can produce personalized, satisfying customer experiences across all channels. Our advanced conversational AI platform predicts consumer intent and creates frictionless interactions that help the world's largest and most recognizable brands to strengthen customer relationships and increase brand loyalty. With more than two decades of contact center operations expertise, [24]7.ai empowers companies to deliver natural, consistent conversations that increase customer satisfaction while lowering costs.

For more information visit: www.247.ai