



PolicyBot

Zensar's next-generation HR policy chatbot, PolicyBot, is a gen AI-powered solution that leverages Natural Language Processing (NLP) to provide employees with immediate, accurate answers to their policy questions directly from official documents. It reduces the HR team's workload by deflecting routine inquiries, allowing them to focus on strategic initiatives. Additionally, the bot fosters a self-service culture, promoting employee satisfaction and a deeper understanding of company policies.



Need for this offering

PolicyBot helps streamline HR operations by automating responses to routine policy inquiries, freeing up HR teams to focus on strategic initiatives. In a landscape where

employees require immediate and accurate information, PolicyBot delivers quick answers directly from official documents, fostering a self-service culture that enhances employee satisfaction and understanding of company policies. Its versatility in processing various formats and its adaptability for future use cases make it essential for improving operational efficiency and setting a new standard for HR service delivery.



Features

- **Immediate and accurate answers:** Utilizes NLP to deliver precise responses to employee policy questions based on official documents.
- **Self-service culture:** Promotes employee autonomy and satisfaction by providing instant access to policy information.



Key differentiators

- Multiformat understanding – capable of processing and understanding policy information in various formats, including text, tables, and images.
- Future-proof framework – easily adaptable for new use cases beyond HR policies, such as summarizing legal documents, facilitating onboarding, or aiding in medical record summaries.



Benefits

- Reduces the HR's workload by handling routine inquiries
- Provides employees with immediate, accurate answers, promoting a better understanding of company policies
- Can process and understand complex policy information across various formats
- Can be repurposed for a wide range of use cases with minimal retraining, ensuring long-term value and flexibility
- Reduces the need for extensive HR support for routine inquiries, lowering operational costs while maintaining high-quality service



Use cases

- **HR service delivery:** Offers quick and accurate policy information to employees
- **Employee onboarding:** Facilitates onboarding by giving new hires easy access to key policy information
- **Legal document summarization:** Summarizes legal documents for quick reference and understanding
- **Healthcare support:** Aids doctors and healthcare professionals by summarizing medical records and other critical documents

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