Harbinger builds a Chatbot Interface for the 'Time-Off' feature of a Time and Attendance system

Harbinger created a Chatbot layer on top of the 'Time-Off' function of a Time and Attendance system, giving it a competitive edge and improved user experience

About the Client

A US based ISV, which offers a widely used Time and Attendance system.

Business Situation

- The client is a leading provider of time and attendance system with a wide customer base. With increased number of users with varied requirements, the client was facing the below mentioned challenges.
- Many organizations had employees working remotely in areas with limited internet access.
- The traditional form and page based approach was not suited in such cases, especially when it came to common and simple tasks such as requesting time off, time off status, holiday list etc.
- Remote workers would face difficulties in accessing the web interface.
- Response time was longer than necessary.

- Undue effort was required for routine requests and tasks.
- To overcome these challenges, the client was looking for a solution that could improve employee user experience for these customers.

Harbinger Solution

- We designed a solution by converting the standard time-off workflows into conversational scripts and training the bot to resolve requests.
- A set of time-off requests from employees were analyzed to identify messaging used in the workflow.
- Natural Language Processing was used to map user inputs to the REST layer and trigger relevant workflows.
- Bot was trained to respond automatically to requests for resolution. In case the bot was unable to respond to a particular query, the keywords were identified, and further training was done for those utterances, leading to continuous improvement of the service level.
- Algorithm implemented to calculate the probability of the request being approved, based on overall team's plans.

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Harbinger Solution contd..

- Our solution was integrated with various messengers such as Skype and Slack, increasing the channels to connect with employees.

Benefits

- Standardized chat interface meant no new learning for users.

- Due to automation of the process, the turnaround time was considerably reduced.

- Employees had instant access to relevant information such as their balance time off and the holiday list.

- Achieved higher employee satisfaction and lowered anxiety levels by using automated checks to avoid-time off conflicts between team members and reduced time-off rejection ratios.

- The chatbot integration provided the ISV with a competitive edge.

Harbinger recently created a chatbot layer on top of a Time and Attendance system. This gave a competitive edge to the product and vastly improved user experience. View the video to know more
https://www.youtube.com/watch?v=GjfZXpXoGKg