

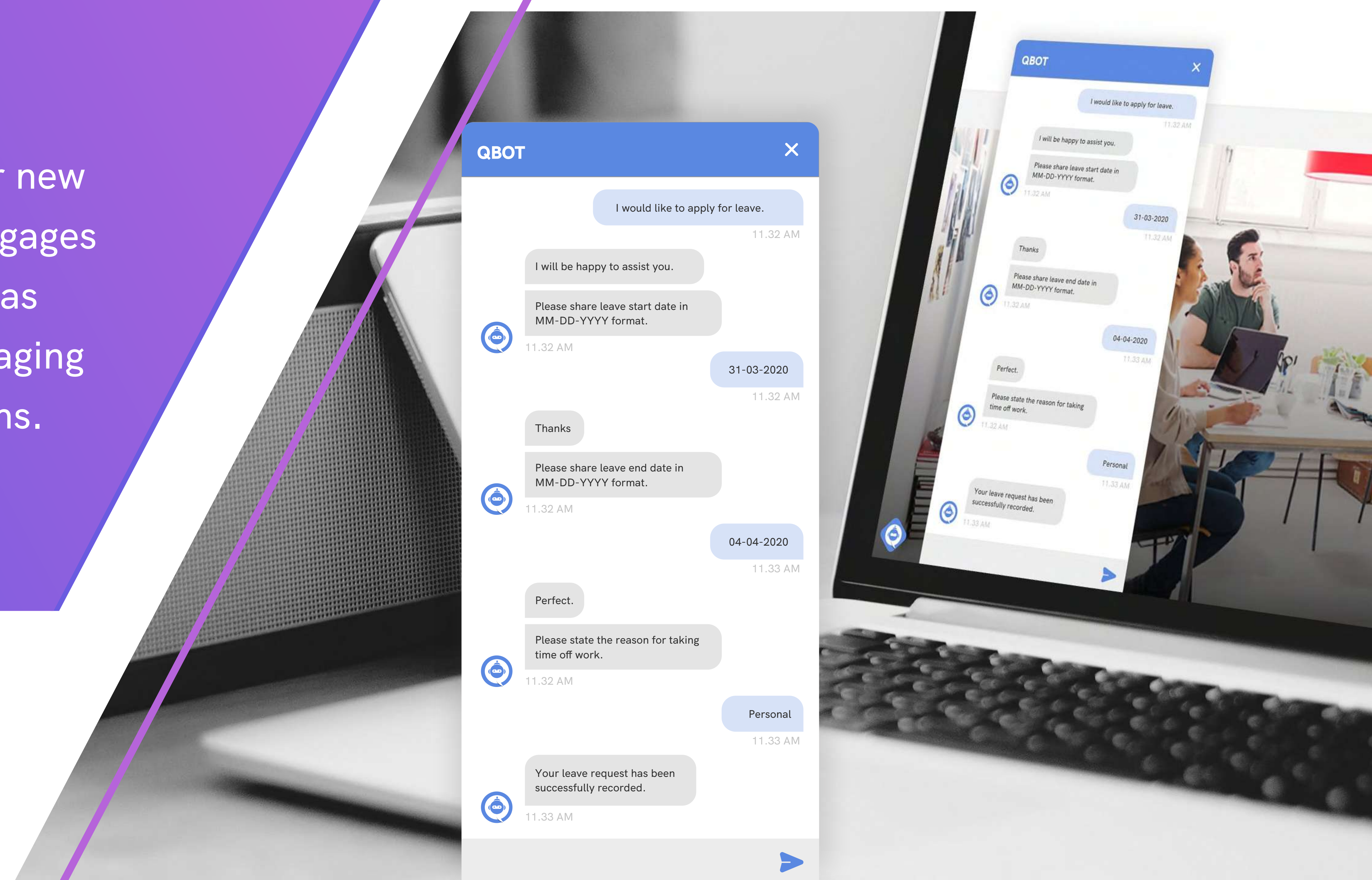


QBot

Virtual Assistant

VIRTUAL HR ASSISTANT FOR EMPLOYEES

Introducing QBot, a virtual HR assistant that answers queries for new and existing staff. The chatbot engages users on multiple platforms such as websites, mobile apps, and messaging platforms such as Microsoft Teams.



Optimizing Intranet Applications With Microsoft Power Virtual Agents

Power Virtual Agents is a new offering from Office 365, a platform to easily create and maintain chatbots with a no-code/low-code interface. The solution integrates with services and backend systems out-of-the-box or using hundreds of easy-to-add custom connectors available in Power Automate.

The platform also helps to monitor and continuously improve bot performance using AI- and data-driven insights available in an easy-to-read dashboard.

The key performance indicators are bot performance and usage, user satisfaction, topic usage, and session information.

Key Features

- ▶ With Microsoft's powerful conversational AI capabilities, the chatbot enables employees to have rich multi-turn conversations that quickly guide them to the right solution. This feature creates logical expressions that dynamically route the user down different conversation paths.
- ▶ AI-assisted authoring helps to automatically extract and insert relevant content from existing intranet portals.
- ▶ Determines the structure and content for each question submitted by the user. It isolates content blocks that pertain to single issues and classifies them into topics. The solution identifies trigger phrases (questions) and message nodes (answers) for each topic.

Employee Experience is Paramount

QBot adds a whole new dimension to employee experience. Staff, especially new hires, have a lot of questions that need to be answered. A solution that answers questions relating to aspects such as appraisals, holidays, training schedules, career growth, and organizational updates is surely a winner. Imagine a chat assistant that updates employees on available leaves and then proceeds to block vacation dates.

Did we get your attention? Get in touch: info@qburst.com

