



# Leveraging Vertex AI Agent To Build a Gen AI Chatbot for the HR Department of a Global Technology Company



Improved Employee Experience



Reduced HR Workload

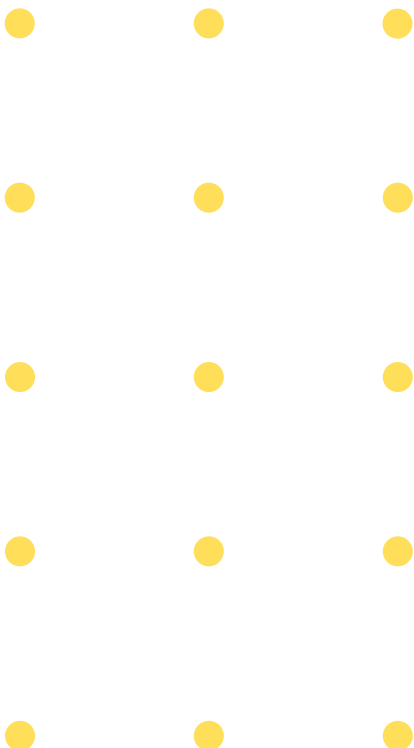
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Increase in HR Team Productivity

## CLIENT

The client is a global business and technology consulting firm. The company has a HR department of 10 member team catering to an strength of 300 employees across the globe.

## TECHNOLOGY STACK



## Introduction

SquareShift team built a chatbot for the human resource team of a Fortune company, the team built it using the Agent Builder App, which is a revolutionary tool designed to streamline HR-related queries and provide instant answers to employees. By leveraging the power of Slack, the chatbot enables employees to access HR information and documents seamlessly, reducing the manual and mundane workload of HR teams and improving overall employee experience.

## Underlying Technologies

- **Agent Builder Agent App:** The bot is built using the Agent Builder Agent App, a powerful platform for building conversational interfaces. The bot is equipped with a robust chatbot engine that provides instant answers to HR-related queries, reducing the need for manual intervention.
- **Slack:** The bot is seamlessly integrated with Slack, a popular communication platform used by millions of users worldwide, first in segment enabling employees to access HR information and documents directly within the platform.
- **Data Store:** The bot stores HR-related documents in a secure and easily accessible data store, allowing employees to retrieve information quickly and efficiently.

## Example Scenarios

- When an employee needs information about the company benefits they could simply ask the bot integrated in slack which provides instant answers and relevant documents.
- If an employee wants to know the company's policy about remote work they could easily access the relevant document through the chatbot through and in Slack.