

Experience with Top Australian Bank

Virtual HR Partner for Employees

Banking & Financials

Intelligent Conversation

Azure AI, ADAz IA

Customer Profile

Founded in 1911 by the Australian government and fully privatized in 1996, this Bank is **one of the 'big four' Australian banks**. Headquarter at Darling Harbor Sydney, it scores a revenue of A\$ 26 Billion with around 52000 employees.

Problem Statement

- Increasing Support Calls to Internal Service Desk for Human Resource Department
- Frequent requests for routine Queries / Actions consumes more time leaving low bandwidth for Complex Issues
- Hardly referring to Data Trends / History Data to take Proactive actions towards prevention of any issues

Implemented Solution

- Introduced HR Personal Assistant with natural language capability for all L1 Queries and Actions without human intervention
- Seamless transition to / from Live Agents to BOT from same Conversation Window offering a unified experience to employees
- Continuous Monitoring of Transaction Data by BOTs to raise alerts on anomalies as per pre-set rules proactively
- User Feedback based training
- Power User driven Administration and Maintenance Console
- HCL's IP ADvantage Azure Intelligent Assistant was used as AI Provider on top of Azure AI Platform

Value Delivery

- Huge Productivity Gain in HR Operations
- High Accuracy based on self-learning
- High degree of Automation