

Intelligent Productivity On The Go!

POWERING INTELLIGENT CUSTOMER INTERACTIONS FROM SALES TO SERVICE

**DIGITAL HUMAN
RESOURCES**

Connect with us



Conversational AI is a set of technologies that enable computers to understand, process, and respond to **voice or text inputs in natural ways**, and is typically used in conjunction with bots or **intelligent virtual agents (IVAs)**.

By combining the latest in language and sentiment analysis with machine learning and automation, **Conversational AI will augment your human workforce to solve complex business problems, get deeper insights, quicker answers, and better results.**

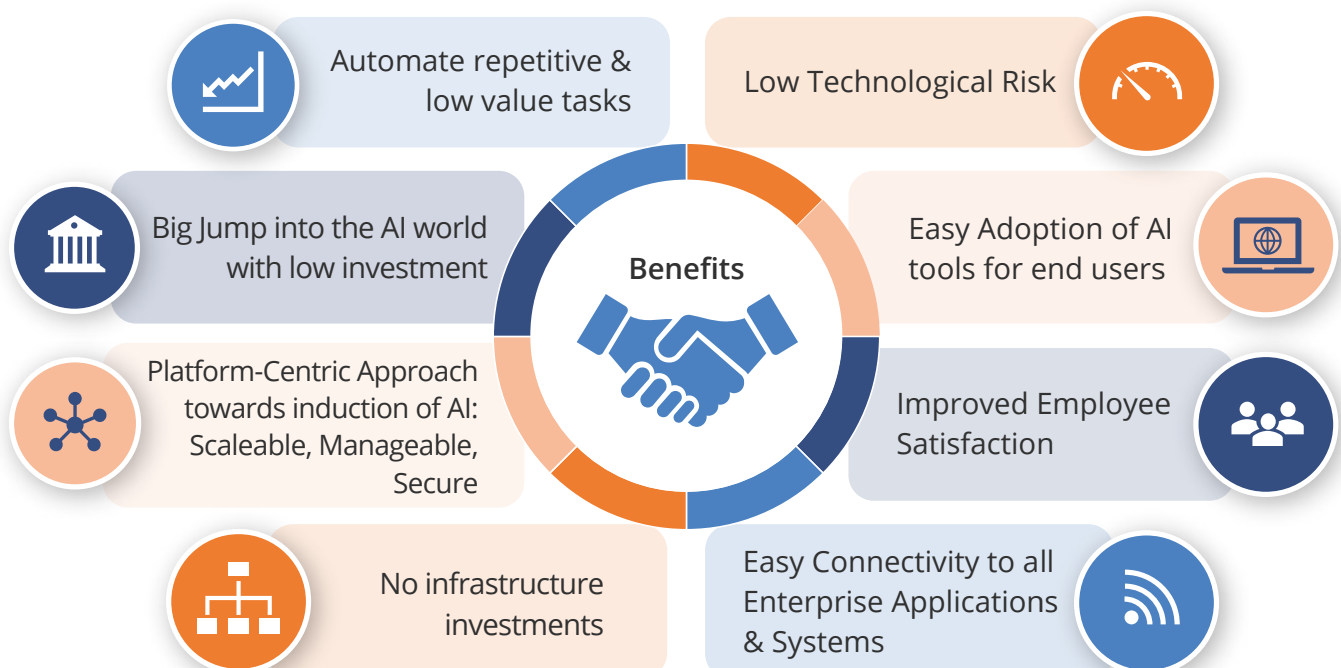
"Companies around the world are increasing their HR investments in artificial intelligence (AI) and related technology and, in doing so, trying to catch up with investments made by other business functions."

Society for Human Resource Management Publication

HOW WILL CONVERSATIONAL AI TRANSFORM HUMAN RESOURCES?



BENEFITS OF IVAs AS A VIRTUAL MEMBER OF THE HR TEAM



HUMAN RESOURCES - SAMPLE USE CASES

Conversational AI enables IVAs to work as a virtual member of your Human Resources team and supports your business 24/7 via Omni-channel, on demand access to information and services which include:



DRIVING BUSINESS GOALS WITH SOFIA IVA FOR DIGITAL HUMAN RESOURCES

USE CASE 1: ON-BOARDING NEW HIRES

PROBLEM

Poor quality of on-boarding plan leads to higher levels of attrition and therefore high hiring costs per position. It also delays the execution of the job role for which the position was created, leading to frustration of the hiring manager and poor employee experience. This results in:

- Negative perception of the company in the mind of the new employee in the most critical first 90 days;
- Dissatisfaction on the induction experience; and higher attrition especially in the first 45 to 90 days



SOLUTION PROVIDED USING CONVERSATIONAL AI

- Timely check ins and conversations on how employees are experiencing the on-boarding journey
- Clearer directions to resources that the new employees can use to understand the company, its culture, its organization structure and their roles better
- Real time feedback from new employees that can enable managers and the organization to adapt the program and improve processes and systems
- Timely feedback at the key milestones – 15, 30, 60, and 90 days to enable better tracking of the on-boarding of new hires



USE CASE 2: LEARNING & DEVELOPMENT

PROBLEM

Most employees are either unaware or too busy to understand the L&D offerings within companies, leading to:

- Program under-utilization
- High waste in program attendance
- Ineffective outcomes



SOLUTION PROVIDED USING CONVERSATIONAL AI

- Richer understanding of the learning journeys of employees for delivery of relevant course content using 70-20-10 principle
- Higher utilization of each program by ensuring that employees can sign up and be reminded in a timely manner
- Sharing of consolidated feedback from the programs attended to enable modifications and course corrections, if needed
- Better post program support to the L&D team to organize data and plan future actions



To get a real-time experience of Sofia IVA

[REQUEST A DEMO](#)

ABOUT COGNIUS.AI

Cognius.AI was established in 2019 and specializes in the next generation Conversational AI technologies. **Cognius.AI** has pioneered an innovative technological approach towards creating a more responsive, more human-like conversational AI virtual assistant, supported and enhanced by a comprehensive Conversational AI Platform, which allows connectivity to many enterprise applications. Sofia, the brand name of the **Cognius.AI's** virtual assistant, is helping organizations in a wide variety of applications such as contact centre handling of clients, digital HR employee servicing and training, digital supply chain logistics support, marketing campaigns and lead generation. **Cognius.AI** has offices and/or representatives in Singapore, Malaysia, Philippines, India and Australia.

Please visit www.cognius.ai for a new customer experience with Sofia.

Connect with us



Singapore | Malaysia | Philippines | India | Australia

©2020 Cognius.AI. All rights reserved.

Cognius.AI, products and service names, Sofia Platform, Sofia IVA and Sofia for SharePoint, as well as their respective logos, are trademarks or registered trademarks of Cognius.AI or its subsidiaries in Singapore and/or other countries.

All other trademarks are the property of their respective owners.