

From Pandemic Crisis Support to Full-time Personal Digital Assistants -- HR Virtual Agents are Ready for their Breakout Moment

May 2020

IBM Services



Eric Bokelberg
HR Innovation Leader

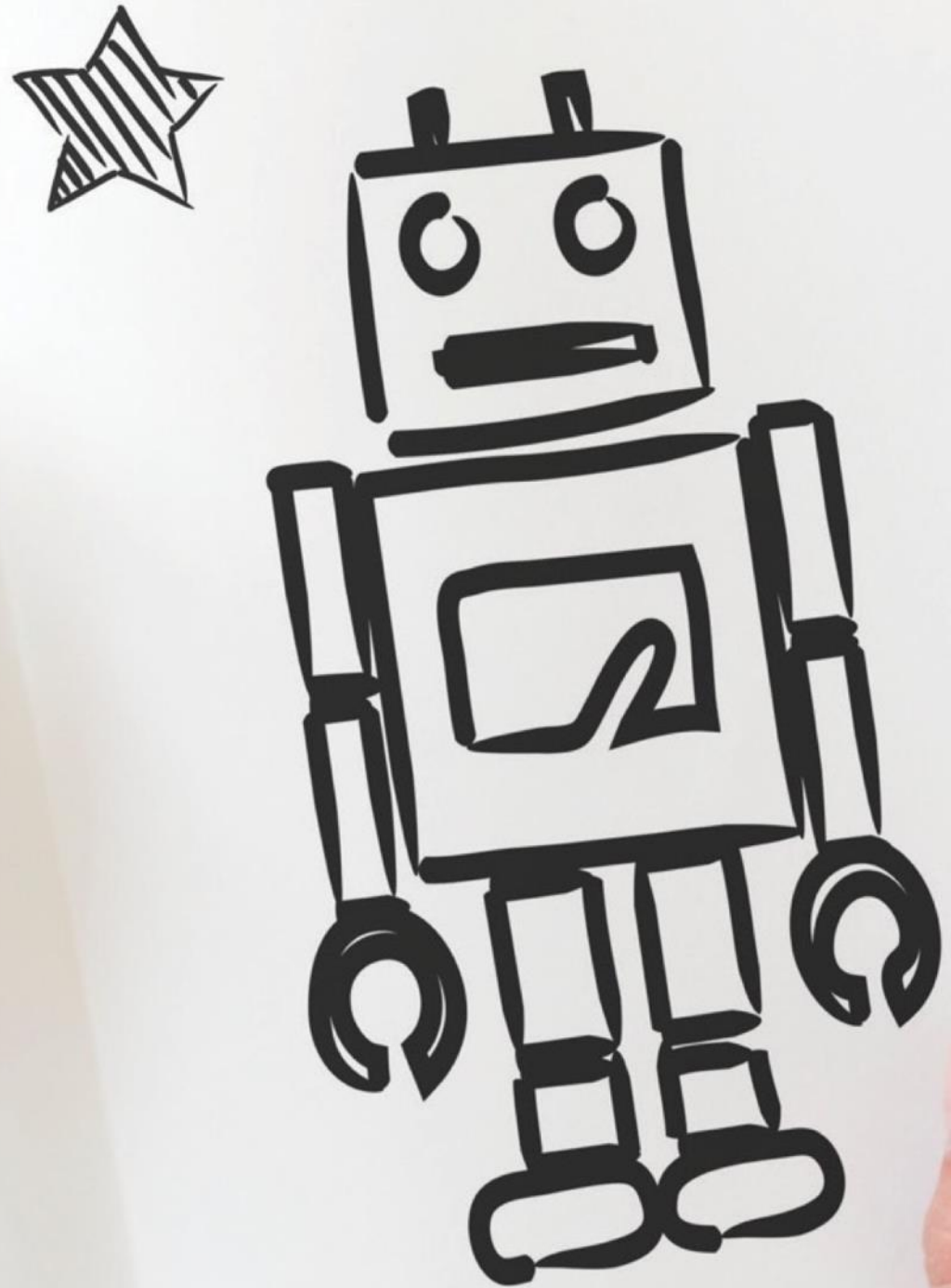
**IBM Talent &
Transformation**



Today's Topic

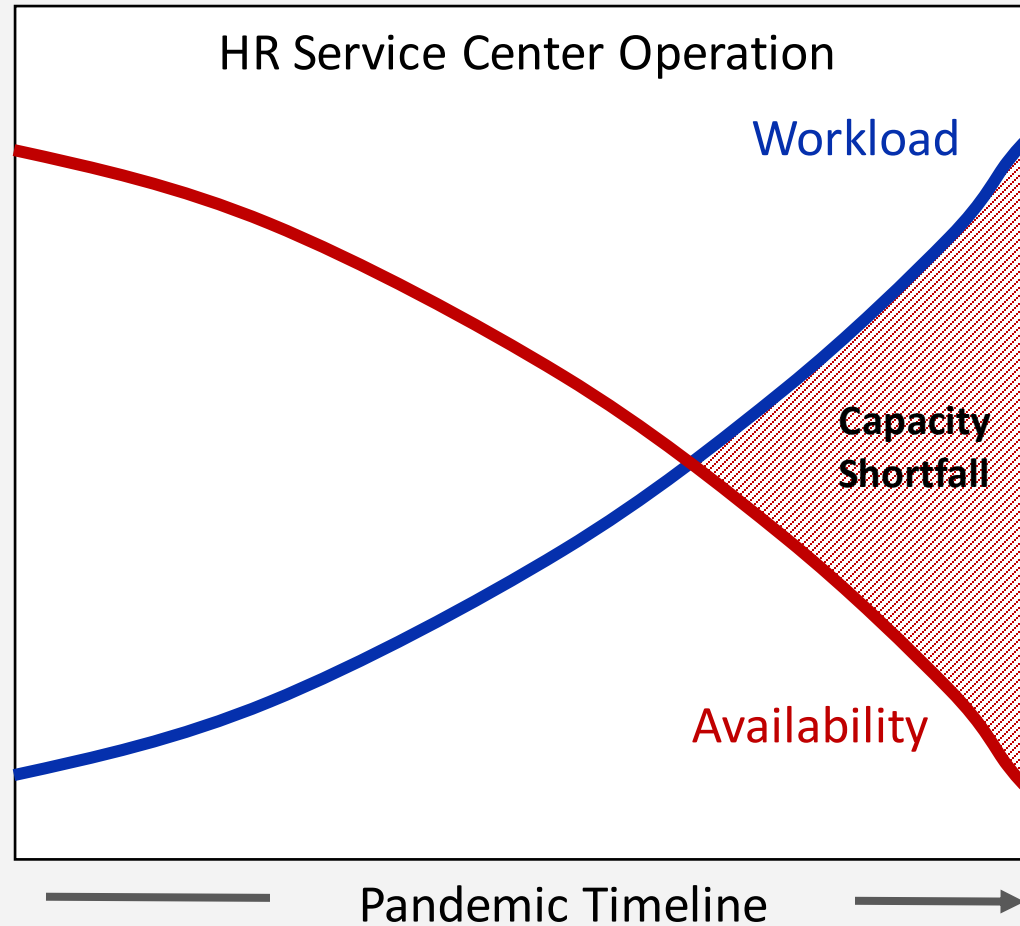
HR Virtual Agents

- Managing Disruption
- IBM HR's Journey
- Key Elements for Success



The Perfect Storm

- Increased Call Volume
- New types of questions
- More complex scenarios
- Evolving answers



- Work from home policy
- Connectivity issues
- Illness
- Staff reduction

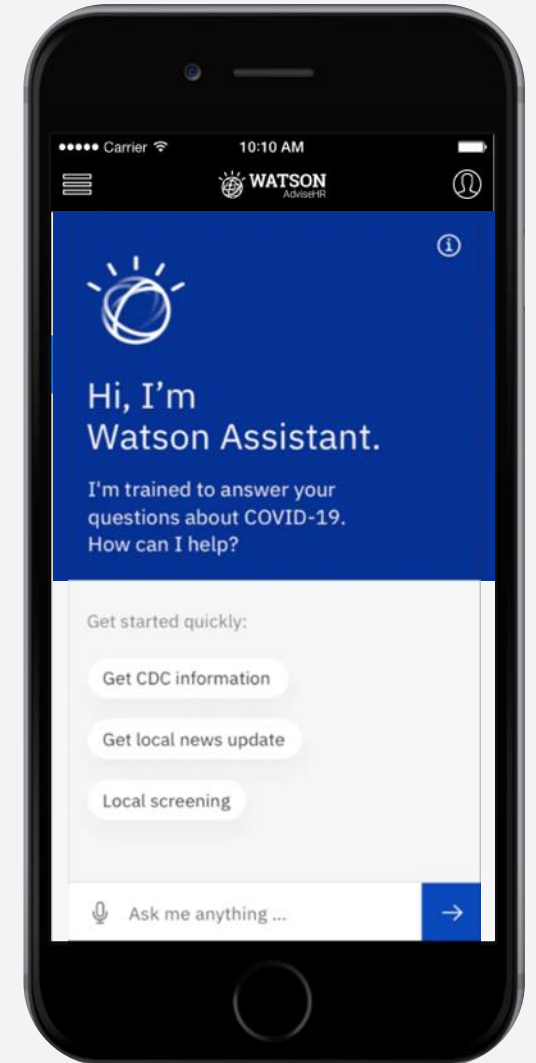
Accelerated Transformation



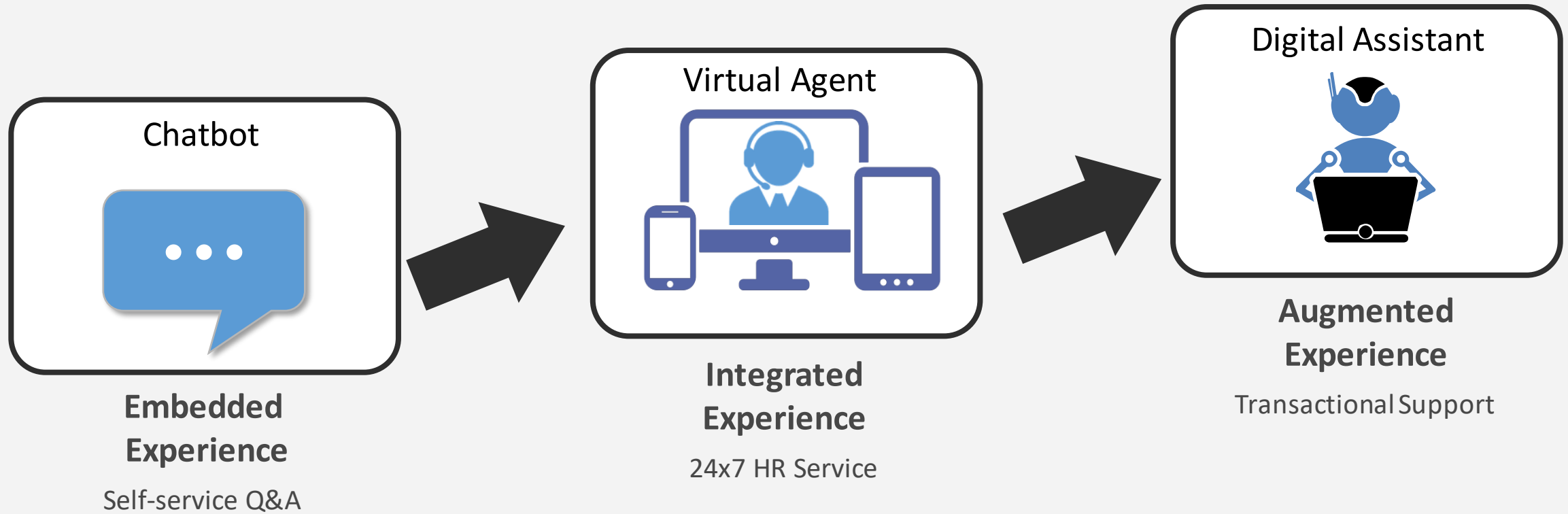
MIT Technology Review

The pandemic is emptying call centers. AI chatbots are swooping in

- 24x7 crisis-related information
- Real time critical business policy updates
- Reassurance and AI-driven alerts
- Scalable capacity
- Deployed in days



What's Next?



IBM HR Chatbot Journey



The IBM Chatbot Ecosystem circa 2018



Onboarding Assistant



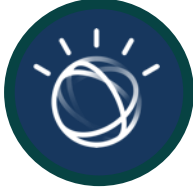
Event Central Support

With IBM Watson Conversation



Watson Candidate Assistant

MyCA Career Coach



Watson Virtual Agent for HR



Ask Watson

Hi I am MAT!

MAT Diversity & Compliance bot



Benefits Enrollment bot

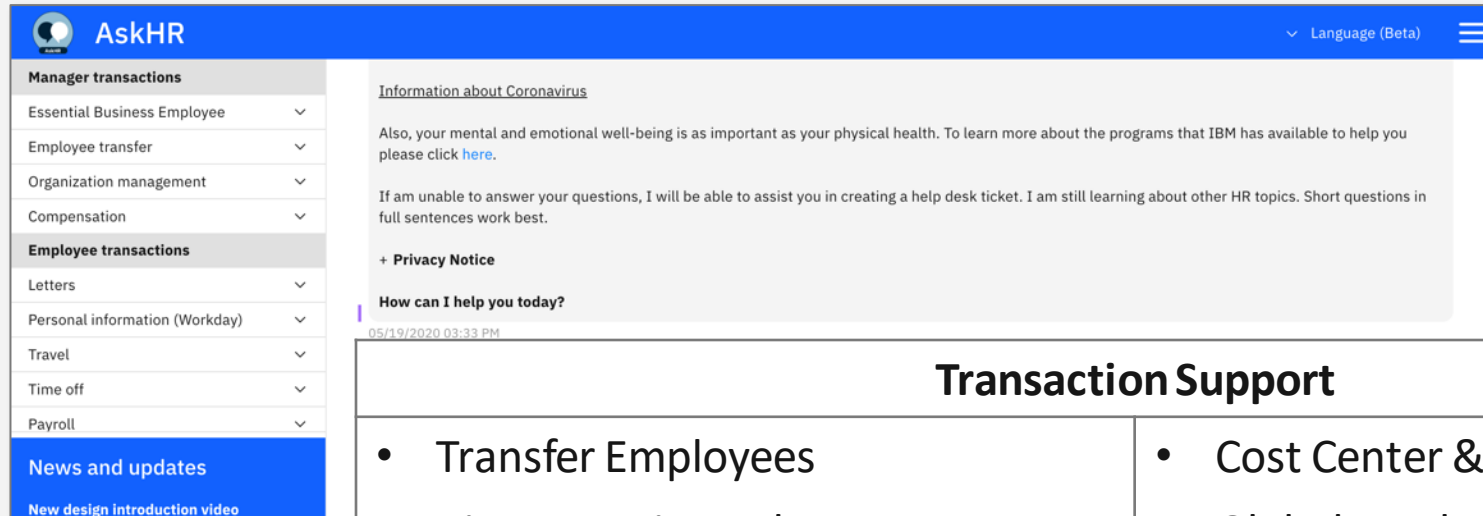


Checkpoint Bob

TJBot



IBM AskHR Bot circa 2020



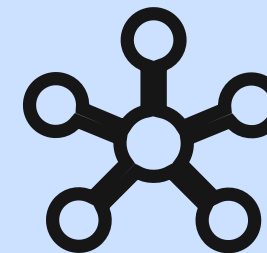
- Consolidation of 28 Q&A chatbots
- Personalized responses
- 12 supported languages
- +50% of HRSC inquiries

Transaction Support	
<ul style="list-style-type: none"> • Transfer Employees • View Vacation Balance • Request Time Off • US Payslip Re-issue • Employee Info • Supervisory Org Info • Direct Reports Info • US Employment Letters • Payslip Reissue (Global) 	<ul style="list-style-type: none"> • Cost Center & Location • Global Employment Letters • W2 Reissue • Travel/Expense Reporting • HR@IBM Ticket Automation • Transfer to Live Agent

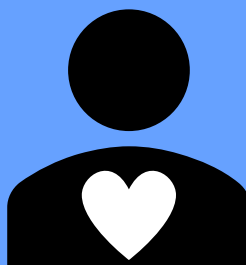
Best Practices for Success



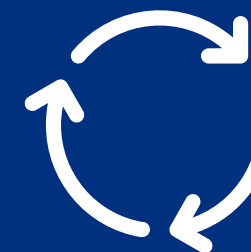
Motivated and Inspired
Dialog Team



Scalable
Orchestration Platform



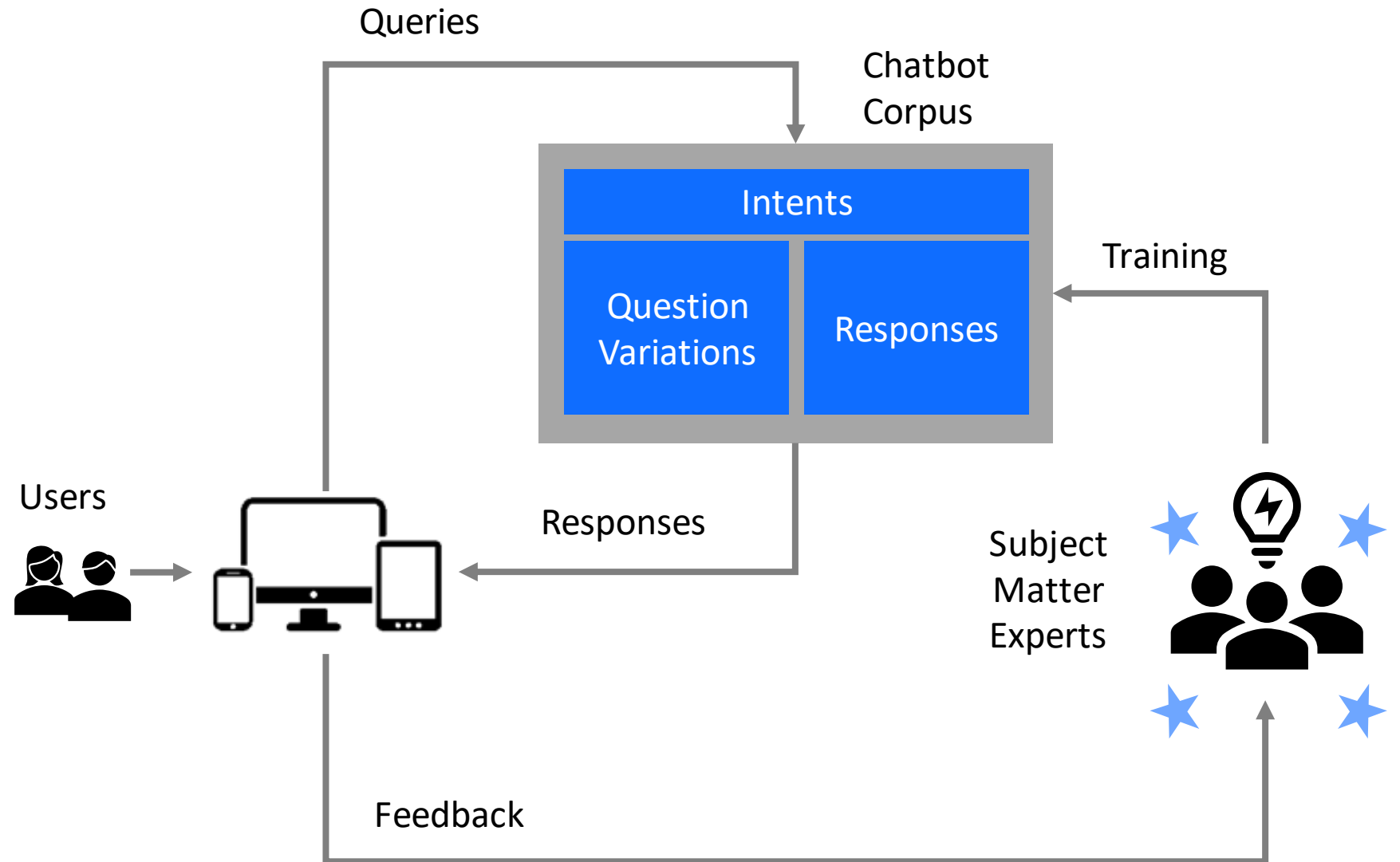
Human-centric
Experience Design



Agile & Iterative
Solution Development

Motivated & Inspired Dialog Team

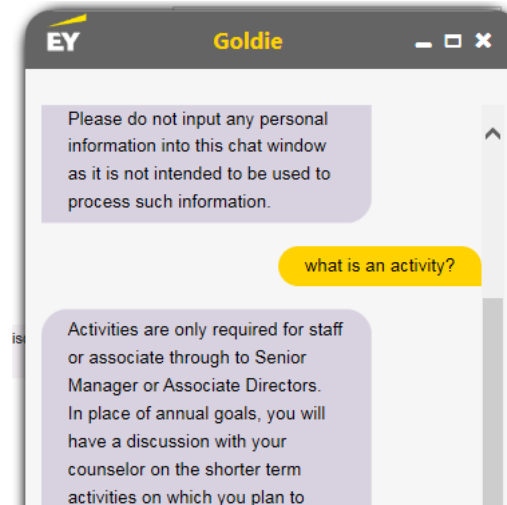
Chatbot Process Flow



Motivated & Inspired Dialog Team

“Goldie”

An essential information resource for implementation of new performance management program



“Goldie” was delivered to

250,000 professionals

in **150** countries

in **31** days

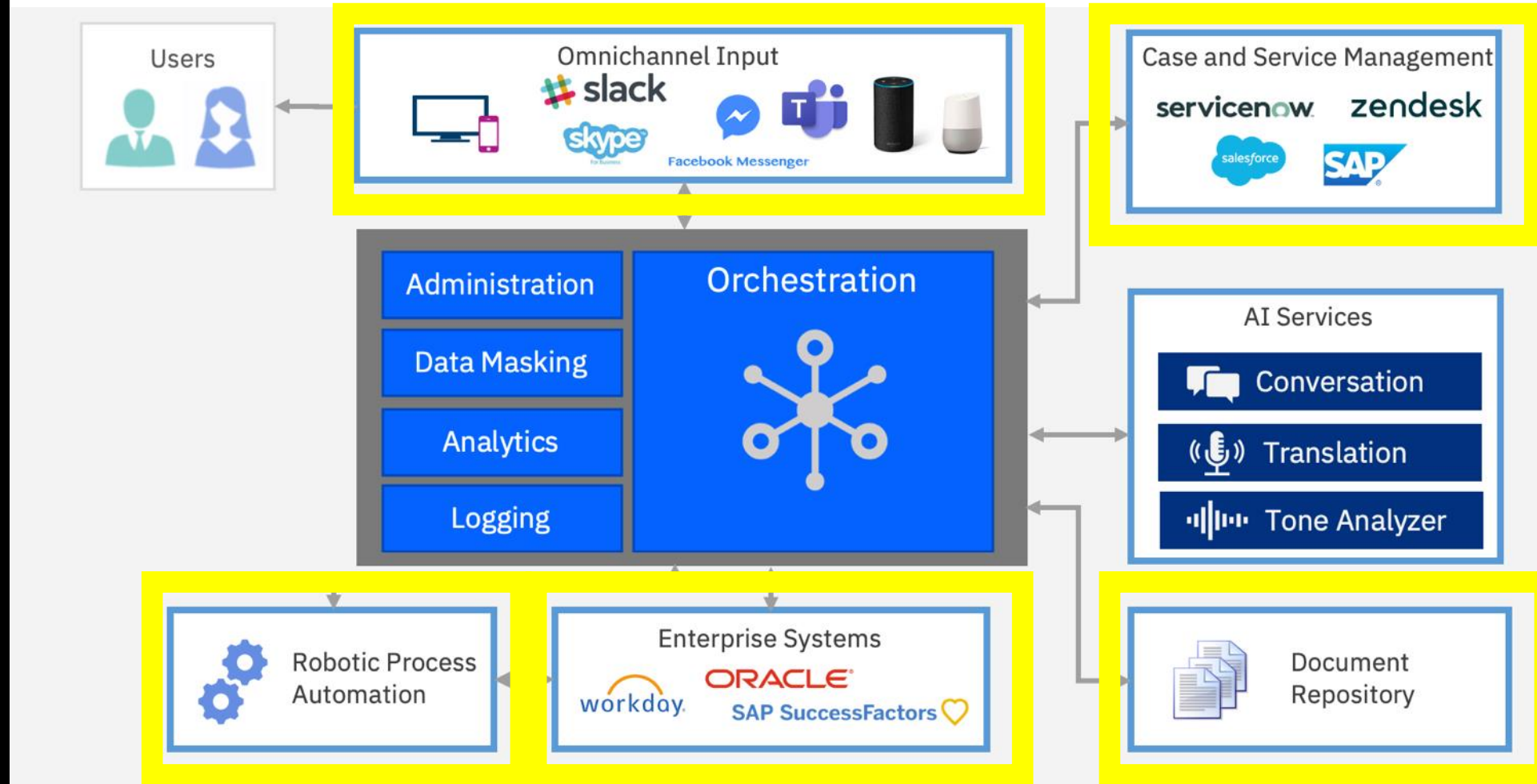
“Goldie” answered

500,000 questions

in **28** days and achieved ROI

in **1** week

Scalable Orchestration Platform



Scalable Orchestration Platform

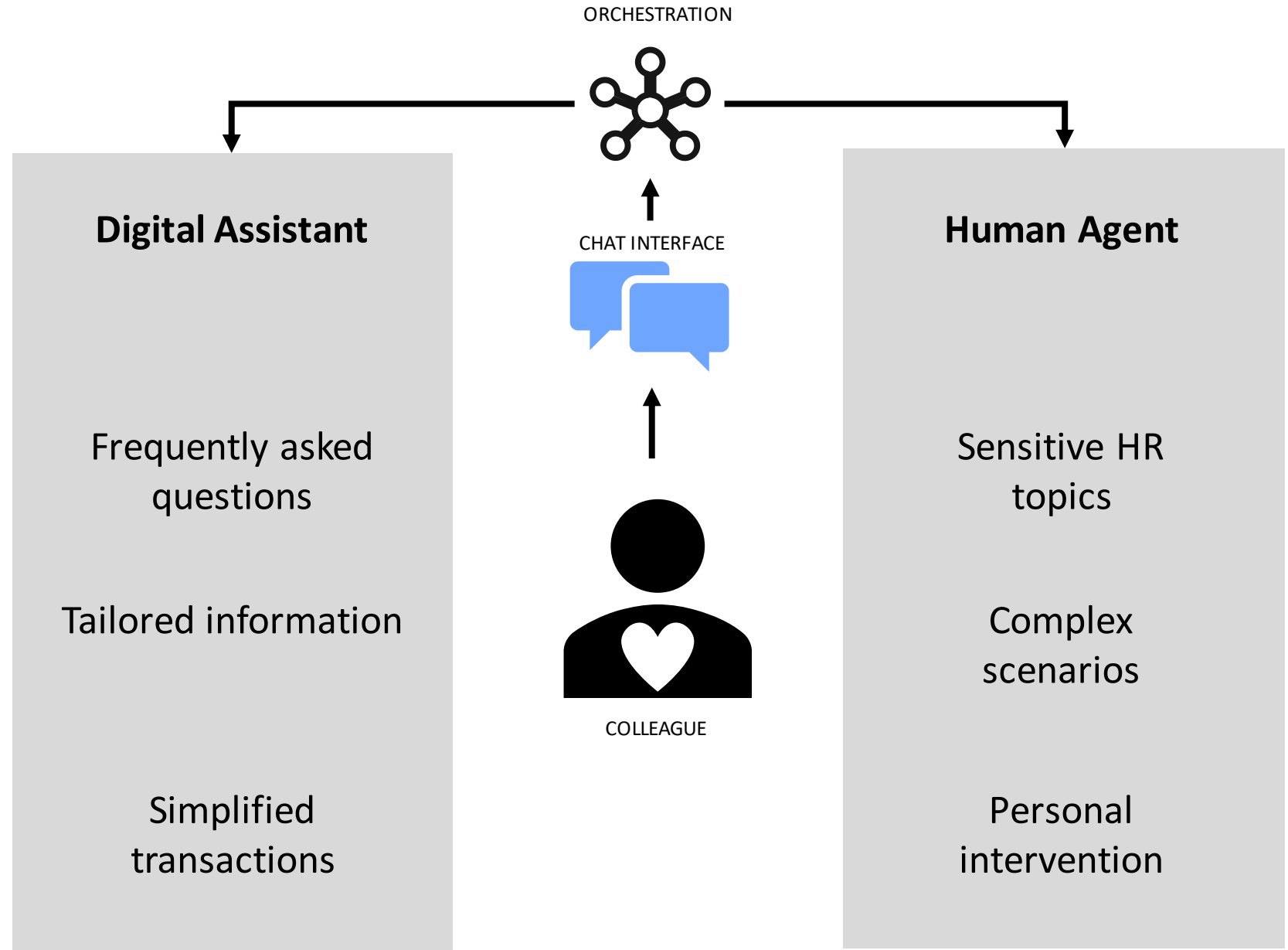
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- 200+ topics
- 5 languages across 20 countries
- 1M employee queries/month

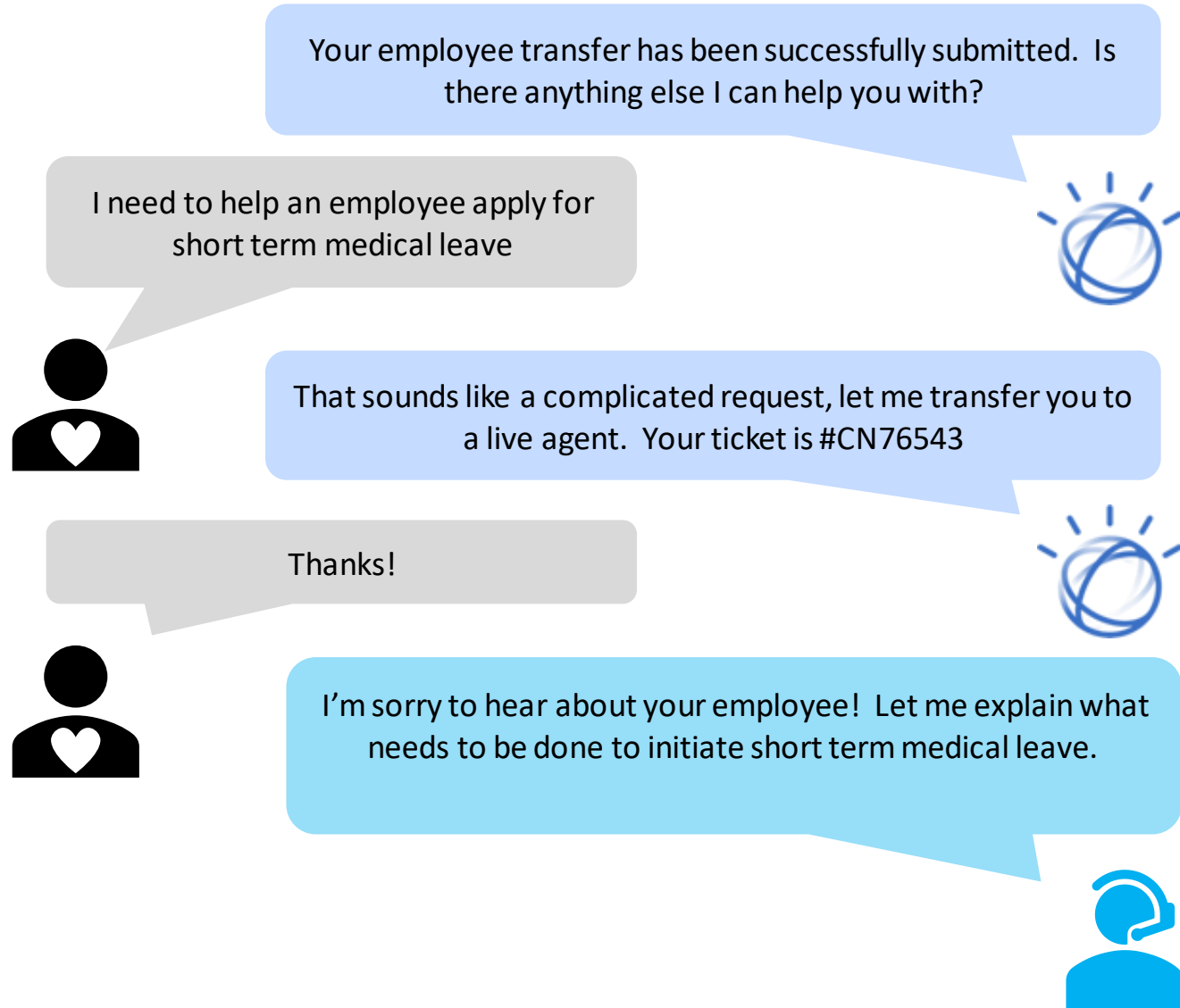
Human-centric Experience Design



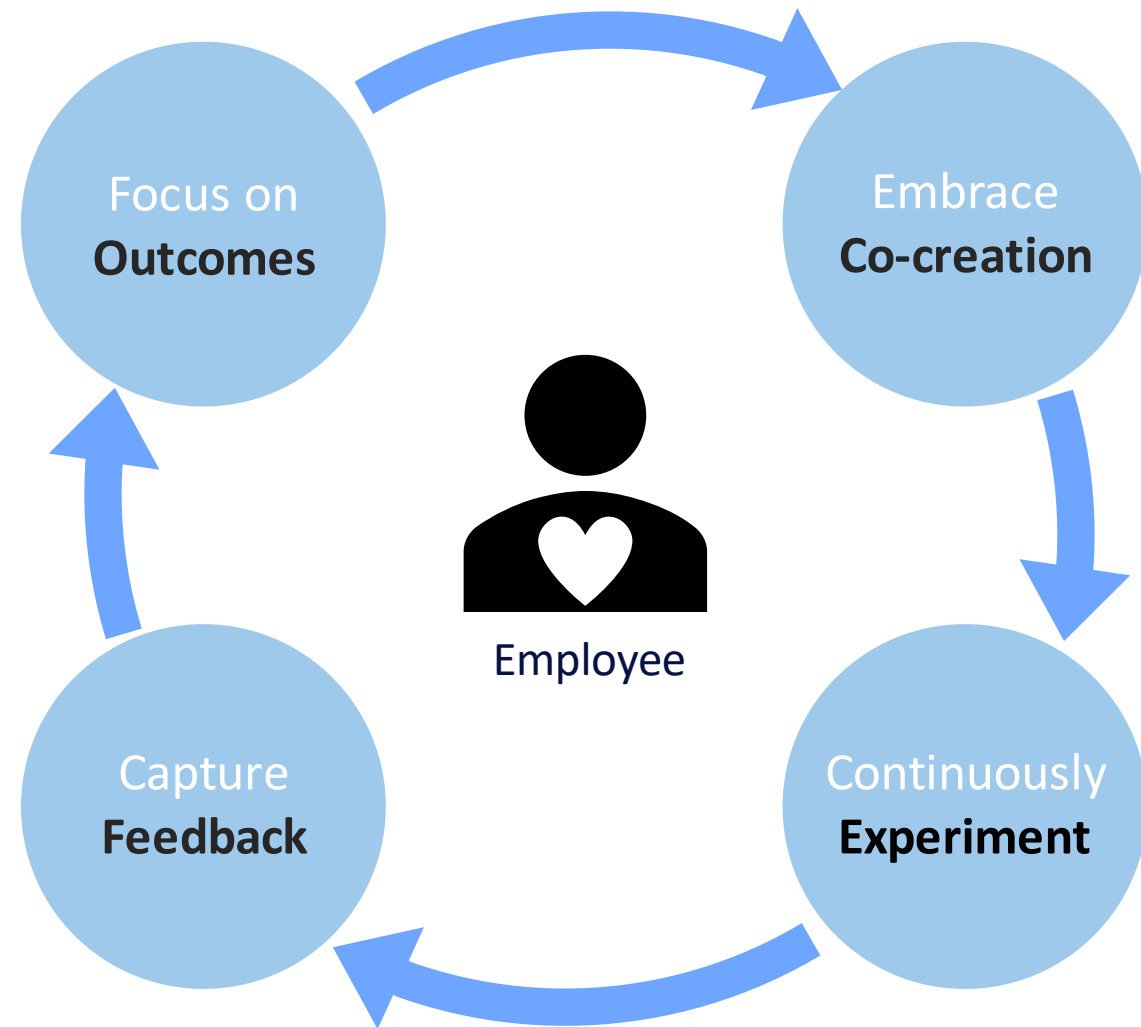


Human-centric Experience Design

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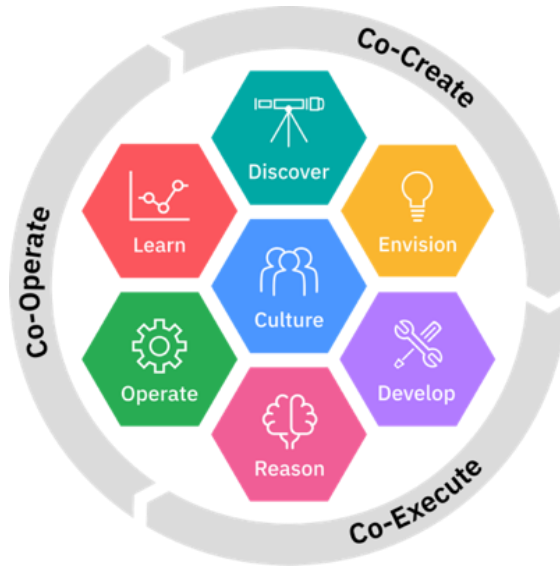
Iterative Solution Development



Iterative Solution Development



IBM Garage



Co-Create

- Visioning, Assessment & ideation

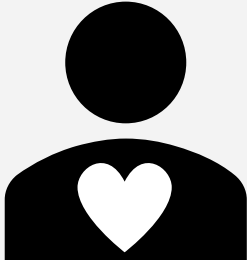
Co-Execute

- Prototyping & rapid iteration

Co-Operate

- Digital transformation at scale

The Future of Personalized HR



Your HR Assistant

AI Services

Job/Career

Skills/Learning

Employee Support

Total Rewards

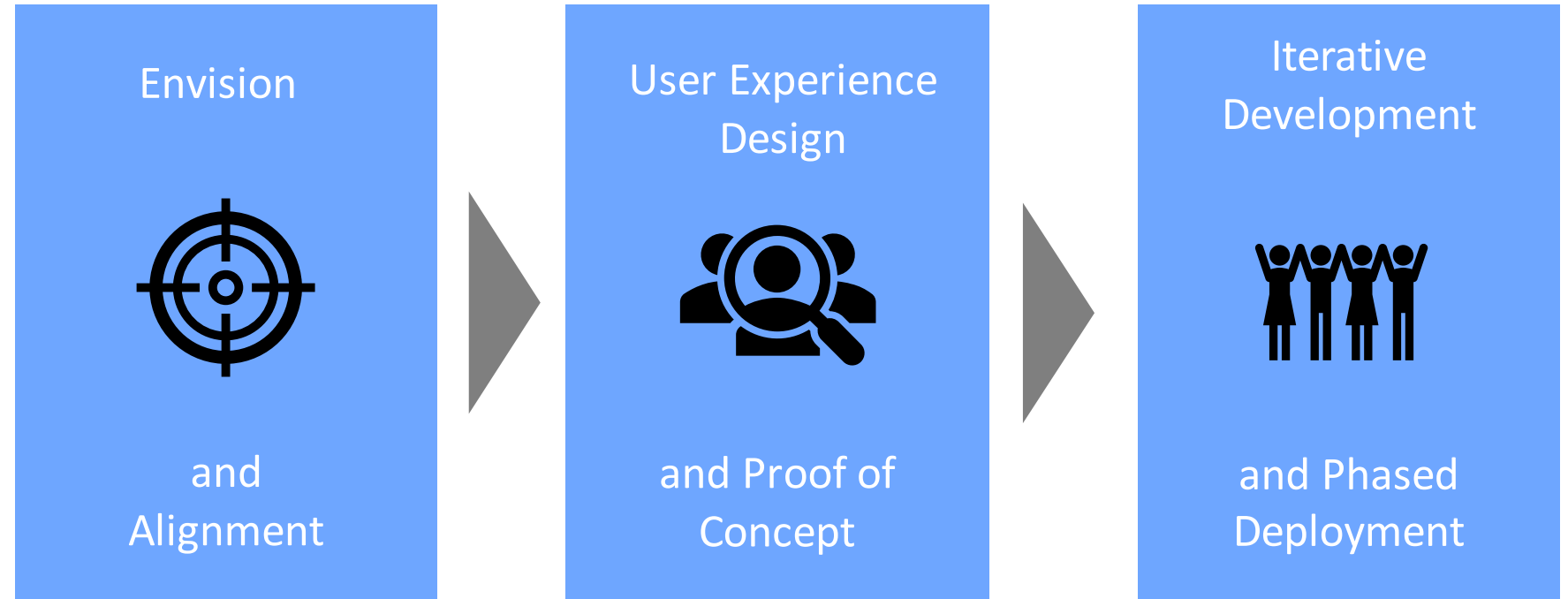
Engagement & Morale

Employee Data 3.0

External Data

Systems of Record

Getting Started



The Change Management Challenge



TECHNOLOGY

+

PROCESS

+

PEOPLE





Thank you!

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IBM Talent & Transformation
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Breakout Questions

- Have you implemented chatbots or virtual agents to answer employee questions? Why or Why not?
- For those that have...
 - What has the experience been like?
 - Which best practices mentioned in the webinar have you discovered on your own?
 - What other best practices would you recommend?
- For those that haven't...
 - What's holding you back?
 - What are your plans for digitally transforming HR operations?
- Where else in HR would it be beneficial to apply "Human-Centric Experience Design" and "Iterative Solution Development?"

