



EMPOWERING HR PROFESSIONALS BY UNLOCKING THE POWER OF AI

Leveraging generative AI to sift through massive volumes of HR policy documents and answering context-specific queries

Abstract

Managing HR policies relating to various scenarios can quickly become complicated for an enterprise with over 56,000 employees across 16 countries. That's why, Ravi Periwal, a Human Resources Director at Infosys BPM, decided to tackle the challenge through leveraging artificial intelligence (AI) to sift through and understand vast repositories of HR policy documents. Read this case study to know how the power of generative AI delivered greater efficiency and effectiveness for the HR department – while considering all policy-related intricacies and exceptions – and provided accurate, context-based, and optimal solutions to employees.



Need for enhancements

Ravi Periwal is a Human Resources Director at Infosys BPM, a leading business process management firm operating in over 16 countries. With over 56,000 employees globally, his HR teams had a steady stream of incoming queries on HR policies and other related information.

As part of their daily routine, the HR personnel had an imperative to provide timely and fully accurate answers to employee queries. While they were able to respond to the queries with appropriate responses, the process had significant scope for enhancements, and there

were several reasons for this. HR policy documents were often lengthy, with some of them subject to annual revision, and the regular changes being incorporated in them made them difficult to decipher. Further, some of the policy documents were either outdated or lacked adequate information to navigate. Most importantly, interpreting the intricacies of the policies and providing context-specific responses swiftly was easier said than done.

The team of ~150 HR professionals potentially received over 9000 of such complex queries in a month, making it

imperative to have a solution that could help respond to these optimally.

Ravi started deliberating over various technology options to enhance the efficiency and effectiveness of their responses. Generative AI captured his imagination with its proven capabilities to create disruptions across industries and functions. To explore its potential to solve his department's challenges he sounded out Arjun Agarwal who headed Infosys BPM's in-house technology team, which had proven experience in successfully deploying AI for several external clients.

Elevating with generative AI

Arjun assigned a team of AI experts, who worked closely with Ravi and several of his team members, to identify a few key factors. To begin with, the HR policy documents were not suitable for training

a traditional machine learning model, as they were in several different formats. Also, the HR interactions with employees were typically laden with conversational nuances which would pose a challenge

while deploying chatbots. Furthermore, it was challenging for the employees to understand the fine intricacies and read between the lines of the policies.

Approach summary



Due to these factors, Arjun proposed deploying Infosys Generative AI BizOps Platform to efficiently extract the HR policy information requested by employees. Arjun also highlighted how the custom-designed Gen AI solution would have the ability to comprehend and reason with logic, provide context-specific chat responses – while being easily scalable

and requiring a short time to deploy. It also had the ability to go through the policies entirely, understand every minute detail, and interpret them accurately to offer the most optimum solution for the employees. To overcome any language-related issues, the platform was equipped with a conversational interface, ensuring a multi-lingual support.

Soon, Arjun's team was on the job tailoring the platform for the HR department's specific needs. This involved configuring the Infosys Gen AI business operations platform within just a matter of days. The team also followed a 'responsible by design' approach, by strictly adhering to ethics, trust, privacy, security, and compliance to avoid any unnecessary complications.



Benefitting humans with AI

Once Arjun's team rolled out the new solution, the HR personnel were in for a pleasant surprise. With the Gen AI solution turbocharging their efforts, the employees began experiencing greatly improved support for their policy related queries. The platform was able to interpret their queries

and provide accurate and context-specific responses, empowering the HR team to provide more informed resolutions. The platform's AI-driven document retrieval model was able to simplify the complex and lengthy HR policy documents into summaries. This simplified the teams'

efforts to understand the requirements and eliminated the earlier need to scrutinise lengthy documents manually. Soon, over 150 of the HR personnel began leveraging the platform and solving complex queries relating only to policy documents.

Key benefits



Enabled accurate interpretation of queries and complimenting with right policies



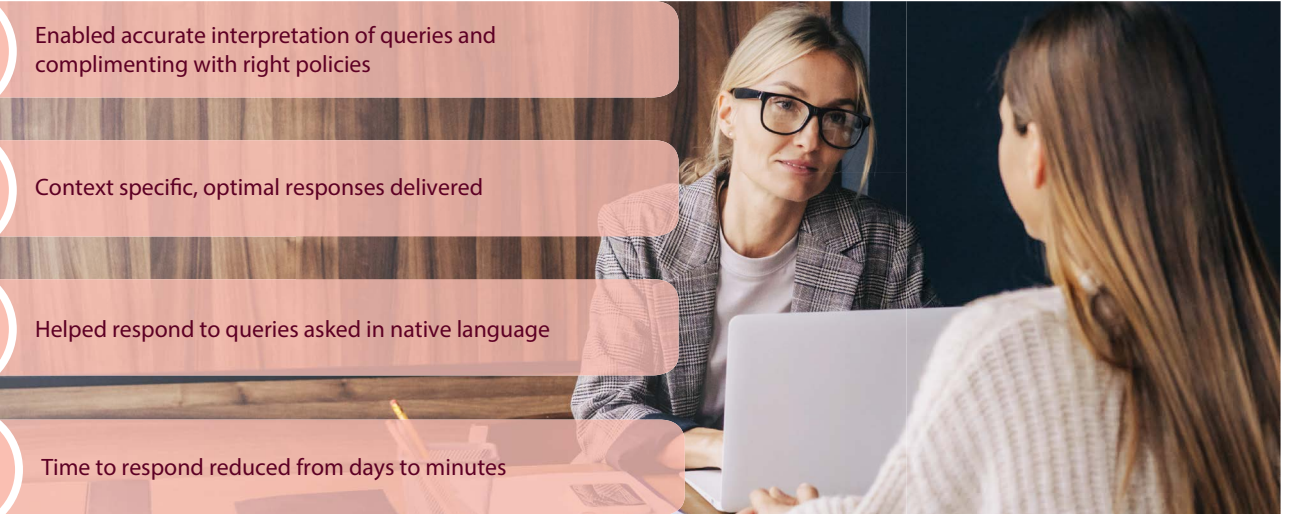
Context specific, optimal responses delivered



Helped respond to queries asked in native language



Time to respond reduced from days to minutes



The nature of employee queries was diverse, covering topics such as maternity, bereavement leaves, social media policies, disciplinary actions, and much more. Despite the need to refer to over 50 sets of detailed regional policy documents, what used to take a couple of days to respond now only needed a few minutes – and with a very high degree of accuracy, context, and confidentiality. Additionally, the conversational interface helped break the language barrier and enabled the team to respond to employees asking queries in their native languages.

The platform assisted the HR teams in gathering exceptional scenarios and understanding inter-linkages between policies across a vast

amount of documentation. It not only comprehensively read policy documents, including annexures, but also demonstrated the ability to interpret and reason out nuances while framing responses.

In a specific instance, the solution played a crucial role in assisting an employee during an emergency. It identified exceptional circumstances within company policy that allowed the employee to claim a significant salary advance. Additionally, solution provided guidance on procedures, ensuring a smooth experience even under pressure. The new AI platform successfully exceeded Ravi's expectations. The success of the deployment is a testament to the exponential power of generative AI, and

the teams are excited for the continued journey ahead – deploying the platform across additional HR processes, including training, hiring, rewards and recognitions, and exit management – first across APAC, and then globally.

Dependra Mathur, the Senior Vice President and Global Head – HRD, Infosys BPM had this to say regarding the solution, *"Thanks to our Gen AI prowess, human resources in our organisation has been transformed into a truly sentient, data-driven, and people-centric function. By amplifying human capabilities with the power of AI and digital, employee experience has been significantly enhanced through consistently customised and real-time information."*

**Names have been altered to preserve the identities of the people involved.*

For more information, contact infosysbpm@infosys.com

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