

# Reinventing Employee Interaction and Revolutionizing Query Resolutions with Co-Pilot Studio



## INTRODUCTION

A distinguished enterprise, headquartered in New York and spanning 45 countries, sought to optimize its workforce interactions and streamline query resolution for over 7,500 employees worldwide. Facing challenges of prolonged turnaround times and manual support processes, the company aimed to enhance employee experience and operational efficiency.

## THE CHALLENGE

The enterprise faced delays in addressing employee queries due to prolonged turnaround times. Manual handling of support requests added complexity, risking inefficiencies, errors, and delayed responses, hindering timely issue resolution.

- **Fragmented Communication Channels**

Heavy reliance on scattered communication channels and email hindered information sharing across the US, Canada, and Europe.
- **Resource Discovery Difficulty**

Scattered information across channels created a resource discovery gap, impacting engagement among the organization's 3,200 employees.

Have A Question? Connect With Us Now

## SOLUTION

Acuvate implemented a Generative AI Assistant Chatbot, leveraging advanced technologies such as Azure Open AI and Co-Pilot Studio. The chatbot addressed specific employee needs, including logging IT tickets, HR inquiries, legal matters, and PTO balance checks.

## FEATURES

- Unified FAQ and CQA Assistance**

Instant and accurate responses to common queries and unstructured FAQs, alongside real-time access to PTO and medical information for enhanced user convenience.
- Ticket Creation**

It streamlined the process of creating IT support tickets, particularly for complex issues, providing users with a convenient and efficient way to seek additional assistance.



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## TECHNOLOGIES USED

Generative AI

Co-pilot Studio

## RESULTS

**25% Boost in Employee Satisfaction**

Uninterrupted accessibility and prompt responses contributed to employees feeling supported and well-informed, resulting in a **25%** boost in employee satisfaction.

**Time-Saving Triumph**

The chatbot slashed query resolution time from minutes to seconds, **saving employees 2 hours per week on average.**

**30% Increase in Employee Collaboration**

Scattered information was consolidated, making resource discovery a breeze, leading to **30%** more collaboration across teams.

**15% Increase in Productivity**

Past occurrences of overlooked announcements are now history, as employees enjoy a **15%** increase in productivity, thanks to real-time updates and news delivered via the chatbot.