

Cognitive agent assist for human resources from IBM



*Help increase human resources efficiency
and services delivery*

Highlights

- Guides employee service center personnel to help them provide more proficient, effective responses
 - Helps reduce employee service center costs while driving higher staff productivity and efficiency
 - Helps increase employee satisfaction by supporting outstanding employee service center service
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A recent IBM Institute for Business Value (IBV) study revealed that 39% of human resources (HR) executives surveyed believe that HR processes are overly complex and will benefit from cognitive¹. HR executives from outperforming organizations are even more cognizant of the value cognitive will bring to HR, with 67 percent believing that cognitive will transform HR services delivery².

Cognitive agent assist for human resources (HR) from IBM helps optimize the performance of employee service center staff through guidance and information retrieval, improving agent expertise, accuracy and efficiency. Based on IBM Watson® technology, the solution helps innovate and transform HR employee service center operations with value-add cognitive capabilities.

*IBM helped a global consumer goods company
improve employee and advisor experience, increasing
satisfaction with HR by 20 percent and reducing
service call re-open rates by 25 percent.*

Helping your HR staff consistently provide high-quality, faster responses

Cognitive agent assist for HR from IBM provides your HR employee service center representatives with individualized recommendations, helping them to more quickly understand and resolve employee questions. The solution features:



- A home page that tracks agent performance, lists recently resolved and unresolved tickets, and provides an insight center that shows latest trends and popular information each week.
- A dashboard that includes a dialog box for call guidance—in natural language—that learns from feedback, offers proactive insights, and recommends actions and any forms that callers may need to fill out to resolve issues.

Supporting reduced costs as well as higher productivity

The solution helps reduce training and operational employee service center costs while supporting higher productivity. It helps provide your staff with the knowledge and expertise they need to resolve calls more quickly and reduce the number of reopened cases or unresolved calls through better, more accurate and thorough answers to employee questions.

Increasing employee satisfaction through quality interactions

Ever-increasing employee expectations for seamless interactions and quick answers to their questions present challenges to employee service centers. Cognitive agent assist for HR from IBM helps keep your workers satisfied and more productive, through prompt, individualized answers to their questions.

Why IBM

IBM harnesses the power of IBM Watson to provide leadership in the Cognitive Era™. You can take advantage of a broad array of HR-related talent engagement services that are designed to incorporate best-practice standards backed by knowledge, innovative technology and experience implementing 40,000-plus analytics-driven engagements. In the area of talent engagement, IBM serves approximately 1.3 million clients globally, resolves 750,000 client contacts and 461,000 HR transactions annually.

To learn more about cognitive agent assist for HR from IBM, visit [IBM's talent analytics and cognitive HR website](#), or contact your IBM representative.



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1,2 *Extending expertise: How cognitive computing is transforming HR and the employee experience*, IBM Institute for Business Value, January, 2017 (ibm.com/services/us/gbs/thoughtleadership/cognitivehrstudy/)



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