Watson Assistant for employee self-service simplifies how employees seek information and resolve queries with an AI assistant. Watson responds to common employee questions, sharing relevant resources around the clock and alleviating burden on internal help desks and HR professionals. Watson Assistant builds conversational support interfaces into HR applications such as Workday, intranets and other systems an employee regularly interacts with.

Key Benefits

• If an employee asks an ambiguous question or request, Watson Assistant will automatically ask for further clarification, rather than jump to conclusions too quickly or break mid-conversation.

• Watson Assistant can be deployed anywhere, reaching data stored on-premises or on any public, hybrid, or multi-cloud environment, ensuring you meet security, compliance and regulatory criteria.

To successfully deploy Watson Assistant for employee self-service, you need:

IBM or business partners + IBM Watson technology = Robust employee self-service solution

Solution elements:

- Chat
- Messaging integrations
- Contact center provider
- Add-on voice capabilities with Watson Speech to Text
- Add-on voice capabilities with IBM Voice Agent
- AI chat with dialog skill
- AI search with Watson Discovery add-on
- Connect to an agent via your service desk integration
- Content management systems
- Business systems

Talk to a Watson expert about your use case