

Deloitte.



**Transform HR with
intelligent chatbots**

Enabling a connected,
cognitive employee experience

Transform HR with intelligent chatbots

Enabling a connected, cognitive employee experience

For any organization, managing employee queries and transactions can consume considerable time—for the employee and for HR. For example, routine questions and processes covering benefits, time off, travel, and expenses can require employees to spend untold hours reading through policies, e-mailing the HR department, consulting with their managers, playing phone tag with HR specialists, and waiting.

But what if there were a way to accelerate answers and HR transactions for your enterprise—allowing you to elevate the employee experience and enhance efficiency at the same time? And what if the latest intelligent digital technologies could help?

Intelligence on the rise

Close to **80%** of leaders surveyed see growth ahead when it comes to the use of **cognitive technologies and AI** within their organizations, according to the [2019 Deloitte Global Human Capital Trends report](#).



Solutions in sight

Sample scenarios

Potential benefits to your organization

An intelligent chatbot for HR transactions

Why Deloitte?



Solutions in sight

Deloitte has developed interactive cognitive chatbot agents that can be integrated with your SAP® SuccessFactors® solutions and HR data to intelligently automate routine transactions and queries. Interacting with employees via natural language—either by voice or text query—these cognitive HR automation tools can help you operate more efficiently while improving employee experience and engagement. Deloitte's solutions—baselined in our extensive "[Future of Work](#)" research—serve as rapidly deployable assets that can help you make an impact across HR and your entire enterprise



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Sample scenarios

Employees and managers can leverage a cognitive HR agent to engage in a host of activities via intelligent chat conversations—with a consistent experience across your enterprise. Many users today are familiar with—and have come to love—their consumer-grade digital assistants, which are part of their daily lives. Now, they can interact with SAP SuccessFactors solutions much in the same way—stating objectives or asking questions, and then responding to a digital chatbot agent as needed to complete their request.

Here are a few examples of the use cases that Deloitte has developed:

-  Planning/booking employee travel
-  Answering questions related to company rules and policies
-  Initiating a leave of absence or submitting a time-off request
-  Providing support for benefits/enrollment processes
-  Supporting learning, onboarding, and talent management



Potential benefits to your organization



Elevate employee satisfaction and engagement



Accelerate HR processes



Reduce employee confusion and frustration



Increase the HR function's efficiency



Free up managers and employees to focus more on value-added work



Boost productivity across the organization



Supercharge adoption of your digital HR transformation

An intelligent chatbot for HR transactions

Improve the employee experience, boost productivity, and make the HR function more efficient—with cognitive automation chatbots from Deloitte, leveraging your SAP SuccessFactors solutions and HR data.

With intelligent automation of HR transactions, you can give your workforce a native “digital agent” for transacting with SAP SuccessFactors solutions and your HR systems, using natural-language interaction to simplify engagement and provide workers with an intuitive way to access information

How we can help

If your organization is considering or using SAP SuccessFactors solutions—or simply looking for ways to improve the HR experience—our team can help. Deloitte brings a spectrum of services and resources to help you enable cognitive capabilities for HR. It starts with working with you to develop a vision and a roadmap for taking employee self-service to the next level.

We can help you:



Build the business case for investing in new capabilities



Integrate data and systems to turn your vision into a reality



Identify areas where intelligent chat solutions can have the biggest impact



Manage change across the organization



Develop a strategy—a structured approach—for activating and rolling out chat capabilities

Why Deloitte?

Deloitte is widely recognized for our ability to help clients address disruption and build the intelligent enterprise with SAP solutions—to help organizations drive efficiency, service, and growth. What sets Deloitte apart? Plenty



Leading insights on human capital trends, including the future of work—supported by Bersin by Deloitte, providing HR-focused consulting services



Proprietary tools, templates, accelerators, and preconfigured solutions that can help you move fast with SAP solutions



End-to-end, industry-specific experience and capabilities—with business and technology services that cover needs from the back office to the front office



A long list of SAP® Pinnacle Awards—including the 2019 awards as SAP SuccessFactors Partner of the Year (Large Enterprise) and Digital Partner of the Year



Global reach—with more than 23,000 business and technology professionals focused on SAP solutions around the world



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Let's talk

No matter where you are in the journey to transform HR and enable the intelligent enterprise, Deloitte can help. Contact us today to learn how we can help you activate cognitive automation and intelligent chat capabilities that can empower your workforce and drive new efficiencies across your entire organization.

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