

# Bank's AI Chatbot Simplifies HR Queries and Improves Workflows

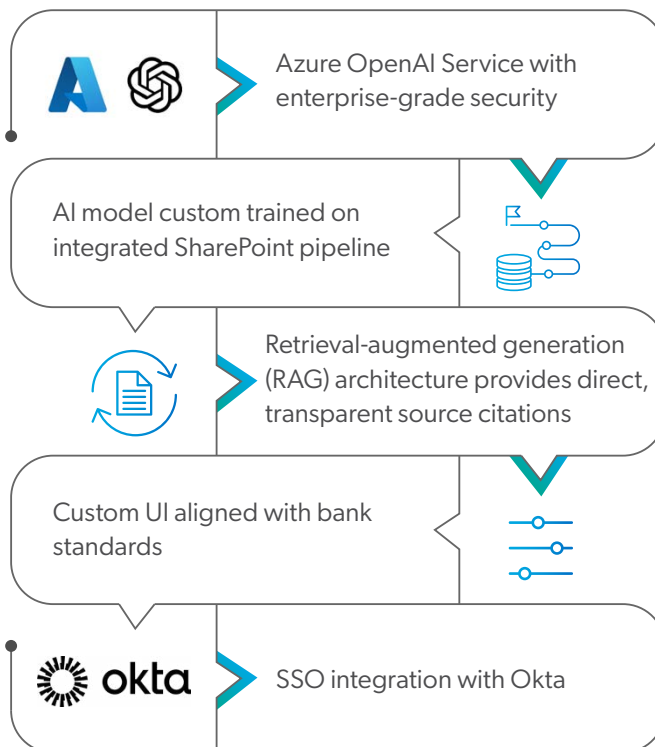
## ABOUT THE CLIENT

This independently owned community bank has 28 branches and more than 700 employees. In addition to personal and business banking services, it offers asset management, financial planning, investment services, and trust and estate services.

### VALUE AT A GLANCE

- Employees access HR answers in seconds, not hours
- HR team reclaims time to focus on talent development
- Bank leverages AI securely with brand-consistent UI
- Foundation scales for future enterprise-wide AI expansion

## THE BANK'S TECH CHOICES



## CHALLENGE

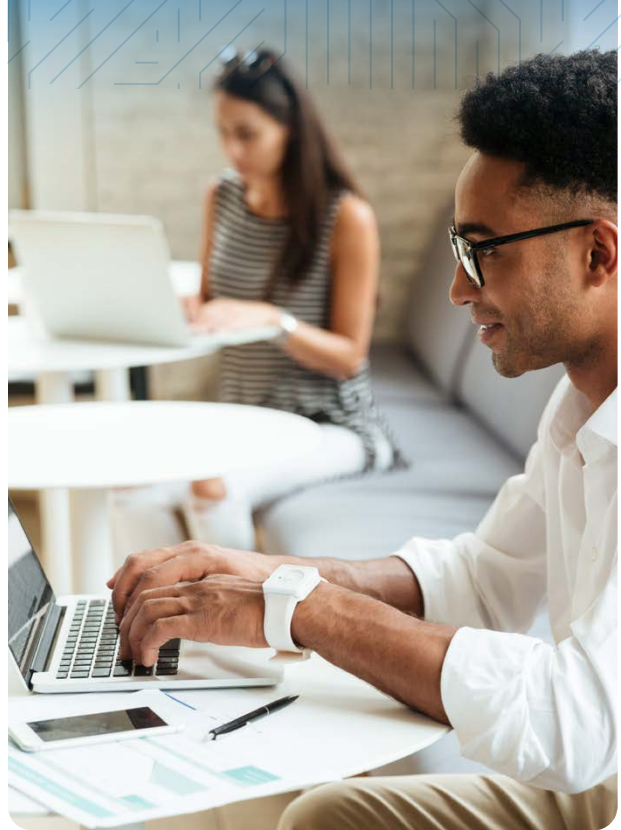
Human resource departments are inundated daily with employees asking the same questions repeatedly, like, *"When am I eligible for benefits? What's our vacation policy? What are our company holidays?"*

For this independently-owned bank, answers to these questions existed in its internal SharePoint libraries. Finding them, however, wasn't always easy or fast. Employees wasted time sifting through numerous lengthy documents looking for the correct information.

## SOLUTION

The bank's chief data officer reached out to Resultant to help provide a secure, accurate, branded solution to streamline bank operations: one that would empower employees with instant answers, uphold rigorous security standards, and scale to meet future needs.

Working in partnership with the bank's IT, HR, and data leaders, Resultant designed and implemented a secure, scalable chatbot solution built using Microsoft Azure and Azure OpenAI resources.



## RESULTS

The AI chatbot, named MIA (My Intelligent Agent), provides employees with instant answers to specific HR queries. Each aspect of MIA is thoughtfully designed to align with the bank's identity and organizational constraints while seamlessly integrating with existing systems.

The MIA AI chatbot was trained using existing HR documentation and can scale over time with the evolving needs of users. MIA also uses a bring-your-own-document model and can act on documents users upload throughout the organization to improve processes and streamline efficiency.

## NEXT UP

The bank plans to expand MIA's reach to include information about additional departments and integrate ChatGPT-style open search across more internal systems.