Case Study

Policy Assistance on Workplace for US-based O&G Midstream Company
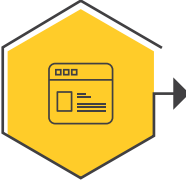
Client

A Leading Midstream O&G Company in the US, that connects resources to End-user Markets, leveraging a Strategic Footprint of Assets to provide Full-service Logistics.

Challenges

Organizational policies and benefits-related information were not easily accessible for employees
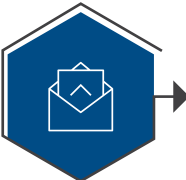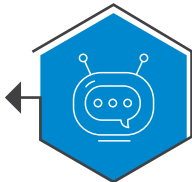
LTIMindtree Solution

LTIMindtree implemented Chatbots on Workplace (Facebook's Enterprise Collaboration Platform) to simplify access to Policy & Benefits information. Key highlights of the Solution:
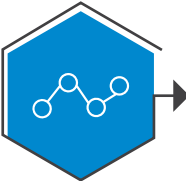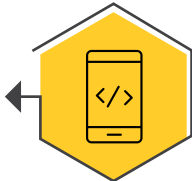
Intuitive interface built on Facebook chat that supports natural language queries.

Cognitive chatbot solution (built using NLP and AI) extracts intent from the queries and returns relevant information.

Self-learning system that captures user feedback to improve recommendations.
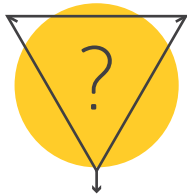
Anytime, anywhere access via mobile app.

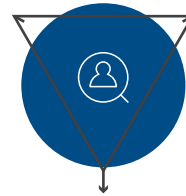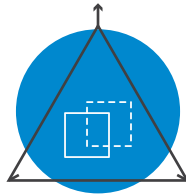Analytics dashboard for employee query patterns.

Business Benefits Delivered

Increased Employee Engagement: Familiar interface because of familiarity with Facebook.

24x7 availability.

Simplification: Policy FAQs simplified through single intuitive chat bot, thus saving time*.

HR / Administrators have a better understanding of query patterns and insights into most searched information. Helps improve the way policies are organized and communicated to employees.