



Case Study

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

# Client

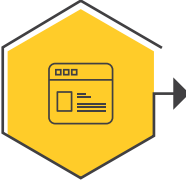
A Leading Midstream O&G Company in the US, that connects resources to End-user Markets, leveraging a Strategic Footprint of Assets to provide Full-service Logistics.

# Challenges

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

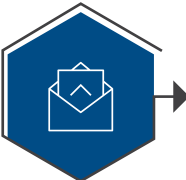
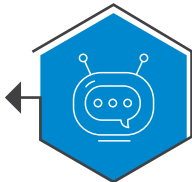
# LTIMindtree Solution

LTIMindtree implemented Chatbots on Workplace (Facebook’s Enterprise Collaboration Platform) to simplify access to Policy & Benefits information. Key highlights of the Solution:



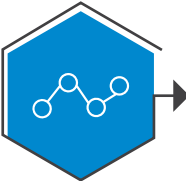
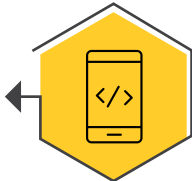
Intuitive interface built on Facebook chat that supports natural language queries.

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.

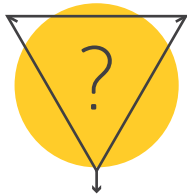


Analytics dashboard for employee query patterns.

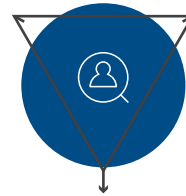
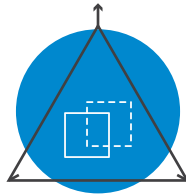
## Business Benefits Delivered

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.



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