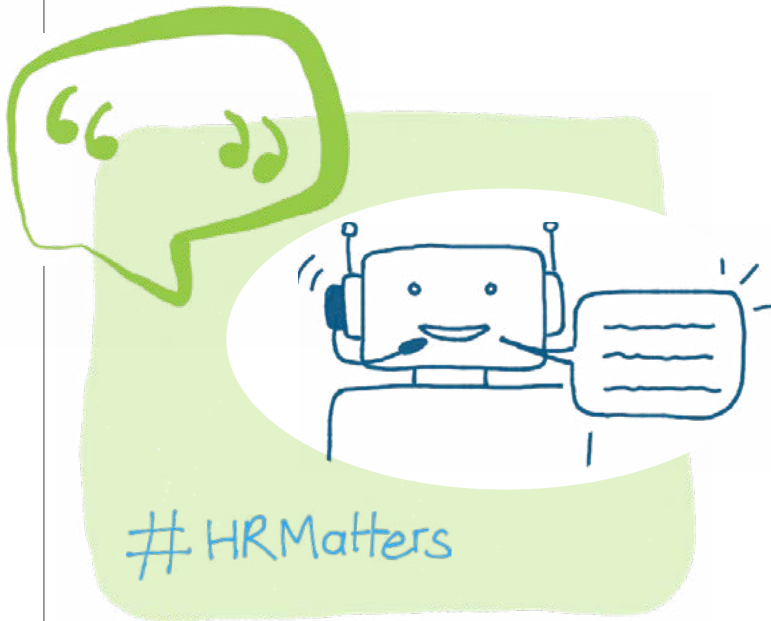




## Chatbots - On the Horizon

A promising new technology, chatbots are a chat-like application, where users interact with a bot, instead of a human.

As HR departments continue to look for ways to free up their teams to focus more on **value-added tasks**, chatbots seem like an appealing option. That being said, chatbot technology is still in its infancy and companies should be careful not to expect it to perform beyond its current abilities. In HR, this is even more critical due to the sensitive nature of employee data.



Chatbots face a number of challenges when dealing with HR specific cases, including:

### ► Ramifications of a Mishandled Case:

Delivering the wrong information to your employees' critical questions can result in costly consequences.

### ► Frustrating Employee Experience:

Who doesn't have horror stories from customer service chatbot interactions that caused frustration? So why introduce this same negative experience to your employees in their moment of need?

### ► Predicted Use Cases are Limited:

There will certainly be complex and specific interactions where the chatbots cannot manage cultural, language and other nuances that will result in a poor employee experience.

While chatbot technology is not yet advanced enough to handle the complexities of HR, its potential is undeniable and inevitable. In the future, chatbots could dramatically improve HR efficiency, reduce costs and deliver better employee experiences. It's easy to envision a world where chatbots enable greater levels of **employee self-service** in a number of functions across HR including recruiting, onboarding and service delivery - once the technological capabilities are there.

At PeopleDoc by Ultimate Software, our approach is to make our platform "**chatbot ready**," to be able to connect with existing best-of-breed chatbot technology. Natural Language Processing and AI are improving by the day - expanding the use cases for chatbot technology and making it more conversational. By building out PeopleDoc's APIs, we give our users the flexibility to connect to 3rd party chatbot systems to PeopleDoc when they are comfortable with chatbot technology and its application in an HR context.



## PeopleDoc by Ultimate Software

PeopleDoc by Ultimate Software is committed to putting people first. The PeopleDoc HR Service Delivery platform helps HR teams upgrade the employee experience, improve HR agility, and ease compliance management.

PeopleDoc's cloud solutions provide employee case management, knowledgebase, process automation, employee file management, and eVault capabilities. PeopleDoc is part of Ultimate Software, a leading global provider of cloud-based human capital management solutions serving thousands of customers worldwide.

More information about PeopleDoc by Ultimate Software is available at [www.people-doc.com](http://www.people-doc.com).