

# Human Resources Use case

## *From Overwhelming Inbox to Strategic HR Excellence*



Human Resources departments are the backbone of any organization, but they face an overwhelming tide of inquiries daily. From candidate questions about job applications to employee requests about benefits, policies, and payroll, HR teams are constantly battling email overload. Eloquens AI transforms this scenario by delivering consistent, policy-compliant responses 24/7 freeing HR to focus on strategic people initiatives that drive organizational success.

## The HR Communication Crisis

HR teams drown in daily, common emails across multiple domains. Each needs the right response—fast, compliant, and consistent. But that's impossible when simple benefits questions take 45 minutes, because HR teams are often small and lean, yet tasked with serving the communication needs of a much larger, diverse employee population.

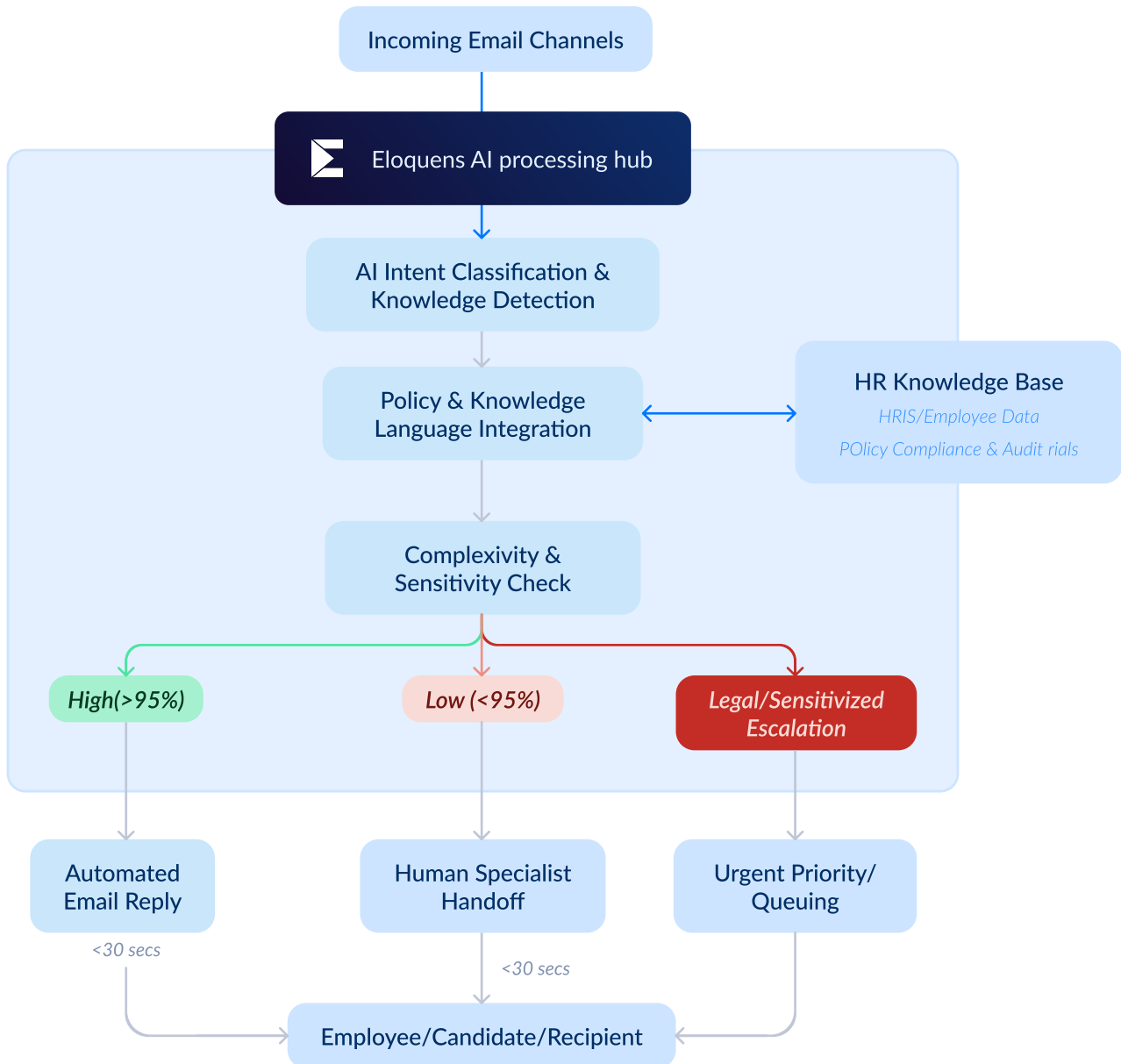
### The Real Cost

- 60% of candidates quit applications because HR can't respond quickly enough. Your best talent goes to competitors who communicate efficiently.
- Employees waste 2 hours weekly waiting for HR answers. Multiply that across your company—thousands of hours lost, morale damaged.
- HR spends 40% of their time on common emails instead of developing talent. Meanwhile, delayed responses to sensitive issues create legal risks.
- After-hours emergencies sit unanswered. Different HR staff give different answers. Compliance nightmares multiply.

The result? Companies hire more staff or buy expensive systems that feel robotic.

## Eloquens AI Solution Architecture for HR Departments

Eloquens AI integrates seamlessly with existing email infrastructure (Google Workspace, Microsoft 365, GFI KerioConnect® AI) and transforms HR communication through:



### Eloquens AI Intelligent Automation

- **Context-Aware Processing:** Automatically understands the intent of incoming HR emails (e.g., "application status," "benefits question," "payroll inquiry,").
- **Automated Response Generation:** Crafts natural, professional bespoke replies within minutes, eliminating manual drafting for routine queries.
- **Smart Filtering & Routing:** Prioritizes urgent requests and directs complex queries to the appropriate HR specialist.

## Customizable HR Workflows & Personas

- **Multiple HR Personas:** Create distinct virtual identities for different HR functions (e.g., [recruiting@yourcompany.com](mailto:recruiting@yourcompany.com), [payroll@yourcompany.com](mailto:payroll@yourcompany.com)) each with its own communication style and knowledge base.
- **Tailored Responses:** Ensures responses align with specific HR policies and company tone, maintaining professionalism and consistency.
- **Human-in-the-Loop Control:** Allows human review and approval before sending, ensuring quality and compliance.

## Manageable & Secure Knowledge Base Integration

- **HR Knowledge:** Upload all HR policies, FAQs, onboarding guides, benefits summaries, and legal documents to a secure, easy-to-update repository.
- **Accurate, Fact-Based Responses:** Eloquens AI draws directly from this verified knowledge base, ensuring every response is accurate, compliant, and consistent, eliminating speculation or outdated information.

## Multilingual Support for Global Teams

- **160+ Languages with Bidirectional Translation:** Eloquens AI eliminates language barriers for diverse workforces and international candidates, ensuring clear communication regardless of native language.
- **Consistent Messaging Globally:** Maintains a unified HR voice across all regions and languages.

| Role/Stakeholder | Responsibilities                                               | Success with Eloquens AI                                   |
|------------------|----------------------------------------------------------------|------------------------------------------------------------|
| HR Leadership    | Strategic oversight, policy definition, performance monitoring | ROI, compliance, employee satisfaction                     |
| HR Generalists   | Email review, complex case handling, knowledge base updates    | Workload reduction, improved response quality              |
| HR Specialists   | Subject matter expertise for escalated cases                   | Human-in-the-loop maintaining expertise value and response |
| Employees        | Email inquiry initiators                                       | Fast, accurate responses, confidentiality                  |
| Job Candidates   | External inquiry originators                                   | Professional communication, application status clarity     |
| IT Department    | Technical integration, security protocols, system maintenance  | Data security, system reliability                          |

| Actor/Stakeholder    | Responsibilities                                  | Success with Eloquens AI                       |
|----------------------|---------------------------------------------------|------------------------------------------------|
| Legal/Compliance     | Policy validation, regulatory adherence oversight | Full transparency, Regulatory compliance       |
| Executive Leadership | Budget approval, strategic alignment              | Cost justification, measurable business impact |

## Transforming the HR Experience: Before & After Eloquens AI

### Scenario 1: New Parent Leave Inquiry

| Before Eloquens AI:                                                                                                                                                                                                                                                                                                                                                                          | After Eloquens AI:                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div><div>✗</div><div>Monday 6 PM: Employee emails about maternity leave eligibility</div></div> <div><div>✗</div><div>Tuesday 10 AM: HR specialist researches current policy</div></div> <div><div>✗</div><div>Tuesday 3 PM: Checks with legal for state-specific requirements</div></div> <div><div>✗</div><div>Wednesday 11 AM: Finally responds with generic policy document</div></div> | <div><div>✓</div><div>Monday 6:08 PM: Employee sends same inquiry</div></div> <div><div>✓</div><div>Monday 6:12 PM: Personalized bespoke response with specific eligibility details, state requirements, application process, and timeline</div></div> <div><div>✓</div><div>Monday 6:16 PM: Follow-up email with required forms and manager notification template</div></div> |

### Scenario 2: Benefits Enrollment Deadline Chaos

|                                                                                                                                                    |                                                                                                                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div><div>Employee</div><div>“I missed open enrollment. My daughter was just diagnosed with diabetes. Can I still add her to my plan?”</div></div> | <div><div>Eloquens AI Response (4 minutes)</div><div>Acknowledges the qualifying life event, explains special enrollment rights, provides exact deadlines, required documentation, and escalates to benefits specialists for immediate follow-up.</div></div> |
| <div><div>Impact:</div><div>Transforms crisis into swift resolution while ensuring compliance.</div></div>                                         |                                                                                                                                                                                                                                                               |

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## The HR Transformation: Measurable Impact

**Response Time**  
Replies in minutes, not days. Boosts candidate and employee satisfaction.

**Efficiency**  
Up to 80% reduction in manual HR email handling.

**Compliance**  
Every response verified against latest HR policies, which removes risk.

**Employee Experience**  
Personalized, empathetic replies build trust.

**Scalability**  
Handles volume spikes during hiring, policy changes, or crisis events.

**Global Reach**  
Multi-language support for international teams.

## Implementation: Your 4-Step HR Transformation

- 1 **Connect Email:** Securely link your HR team's Gmail, Outlook, or GFI KerioConnect® AI accounts to the Eloquens AI platform.
  - 2 **Setup Personas & Workflows:** Create specific HR personas (e.g., Recruiting, Benefits, Payroll) and set up intelligent routing rules and response preferences.
  - 3 **Upload Knowledge:** Populate your HR knowledge base with all relevant policies, FAQs, benefits documents, and internal guides.
  - 4 **Launch & Monitor:** Go live with real-time dashboard oversight, allowing your team to monitor AI performance, review drafts, and continually optimize your HR communication strategy.
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## Security & Compliance: Enterprise-Grade Protection



### Data Security

- SOC 2 compliance
- End-to-end encryption for all communications
- Comprehensive audit logs for compliance documentation



### HR-Specific Privacy Controls

- Automatic PII detection and protection via advance configurations
- Maintains your organizational existing email policies

## Transform Your HR Function Today

Eloquens AI provides the intelligent automation foundation that enables HR departments to operate with unparalleled efficiency, accuracy, and personalization. Stop letting email overload hinder your HR team's strategic impact.

### Ready to revolutionize your HR communications?

Start your free trial at [Eloquens.ai](https://eloquens.ai) or contact [ella.quinn@eloquens.ai](mailto:ella.quinn@eloquens.ai) for a personalized demonstration tailored to your organization's specific HR needs.

***Eloquens AI** - Where intelligent HR automation meets exceptional employee experience.*