

## HR-DRIVEN CHATBOT SOLUTIONS FOR EMPLOYEE EXPERIENCE AT TECH MAHINDRA

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**ABSTRACT:** In today's fast-paced digital workplace, improving the employee experience (EX) is critical to retaining employees, motivating them to work more, and increasing the company's overall performance. Tech Mahindra pioneered the creation of HR-driven chatbot solutions, such as K2, an AI-powered HR Humanoid, and UVO (Ur Virtual Office Assistant). These chatbots streamline typical HR tasks, improve question responding, and personalize and speed up HR services. These systems use conversational interfaces, artificial intelligence (AI), and natural language processing (NLP) to answer policy questions, track leave and attendance, create pay stubs, and assist with travel or other HR needs. These bots make HR more responsive by reducing the amount of repetitive administrative work that HR professionals must perform, shortening response times (in some cases from hours to seconds), and utilizing sentiment or intent identification. Tech Mahindra demonstrates how integrating AI and HR can simplify, comprehend, and effectively transform EX by deploying these chatbot solutions during important stages of the employee lifetime. The outcomes include increased employee satisfaction, better use of HR resources, and a stronger link between HR operations and strategic business objectives.

**Keywords:** *HR Automation, AI Chatbots, Employee Self-Service, Virtual HR Assistants, Employee Engagement, HR Digital Transformation*

### 1. INTRODUCTION

Businesses are making greater efforts to improve their workers' work experiences in order to boost productivity, engagement, and retention in the modern digital workplace. Traditional HR systems frequently fail to meet employees' expectations for quick responses, personalized services, and seamless communication. To overcome this discrepancy, organizations are implementing technology-based solutions that increase the accessibility and convenience of HR interactions. One of these groundbreaking developments is the use of AI-powered human resources apps. They aim to improve the efficacy and engagement of the employee journey. Instead than simply managing administrative obligations, the Human Resources department is now in charge of strategic workplace culture development and ensuring employee satisfaction. HR provides employees with advice, education, and support on a variety of areas, including hiring and performance management. Nonetheless, as the workforce becomes more diverse and employee expectations rise, HR teams have a growing problem in delivering real-time help to a huge number of workers. HR-driven chatbot solutions are useful in this situation. They make it easier for HR departments to provide consistent, dependable, and immediate help.



HR-driven chatbot solutions streamline the process of accessing information and services for employees, ensuring that assistance is always available. Workers are not forced to navigate complex websites in order to speak with chatbots about issues such as confirming their leave balances, receiving payroll data, or seeking chances for personal growth and development. People are not only happier as a result, but they also feel more empowered because they can handle problems on their own without having to wait for a long time.

HR chatbots improve organizational efficiency, cost effectiveness, and engagement. Chatbots manage recurring questions, streamlining HR personnel's process and reducing errors and delays. Furthermore, they use data analytics to unearth vital information, allowing HR executives to better understand employee needs and provide targeted solutions. Chatbots also help to build openness and trust within a business by ensuring that communication is continuously clear.

## 2. BACKGROUND WORK

M. Sharma's research. This presents the top 20 HR chatbots expected to transform the workplace by 2025. It compares the features of each chatbot, such as real-time query responding, onboarding, leave management, and payroll. The research demonstrates the specific benefits that these solutions offer to HR teams and employees, such as increased productivity, fewer obligations, and faster response times. The research provides real-world examples of businesses that have successfully used these chatbots to demonstrate their potential applications. Furthermore, the analysis evaluates chatbots based on their usability, integration efficiency, AI intelligence, and collaboration with enterprises of all sizes. We also assess crucial criteria for determining the efficacy of a chatbot, such as employee satisfaction ratings and task completion rates. The research investigates the potential of HR chatbots to increase engagement by providing personalized, rapid, and exact support. It investigates how these chatbots assist HR departments in staying focused on long-term goals and ensuring that employees receive regular support.

The blog entry "The M. Pillai (2024)" analyzes the growing influence of HR algorithms on employee quality of life in today's firms. It stresses the ability of chatbots to assist employees with basic issues such as payroll, benefits, leave administration, and business policy on a 24/7 basis. According to the report, chatbots have the potential to improve the efficiency of HR teams by doing administrative duties, freeing up HR experts to focus on strategic initiatives. The significance of individualized encounters is the focus of this research. Chatbots can tailor their responses to the employee's function, preferences, and previous interactions, thereby improving the user experience.

Jorge, L. This essay analyzes how AI-powered chatbots and virtual assistants are transforming modern HR administration. It explains how these technologies automate common HR tasks such as managing leave requests, responding to frequently requested inquiries, and assisting new workers during their transition. These applications use natural language processing (NLP) to increase employee engagement, speed up the recruitment process, and provide personalized support. The research also discusses the most effective tactics for implementing HR chatbots, such as identifying unique use cases, creating user-



friendly interfaces, ensuring data security, and staying up to date on upgrades. The author emphasizes the potential for technological improvements, like as predictive analytics and voice-activated assistants, to improve HR in the future.

Desai, N. This research looks into how AI-powered chatbots might improve employee happiness while also increasing the efficiency of responding to HR concerns. The research evaluates the effectiveness of HR chatbots in increasing communication between employees and HR departments using actual data gathered from mid-sized enterprises across a variety of industries. According to the report, chatbots provide employees with rapid, accurate, and consistent solutions to requests about performance management, payroll, benefits, leave policies, and orientation processes. According to the survey, chatbots not only improve response times but also reduce the workload for HR workers by automating repetitive requests, allowing them to focus on more important tasks. Employees reported increased engagement and pleasure as a result of the prompt response and convenience of access to chatbot support, especially when they required quick clarification or assistance outside of usual office hours. The paper also looks into the technical aspects of implementing chatbots, such as integrating them with current HR information systems, developing AI training for business-specific expertise, and utilizing natural language processing.

Ghodake, A. This research introduces "i-Pulse," an AI-powered HR chatbot that examines employee feedback in logistics organizations using Natural Language Processing (NLP). i-Pulse analyzes pulse surveys to provide important information into your employees' levels of engagement, loyalty, and productivity. The research demonstrates the ability of AI-powered chatbots to convert qualitative feedback into quantitative data, allowing HR directors to make more informed decisions and maintain employee engagement.

Gupta, S. (2020): This research investigates the use of AI-powered chatbots in three key HR functions: employee onboarding, question resolution, and candidate screening and interview scheduling. The research demonstrates how chatbots can streamline the recruiting process by automating repetitive tasks. This accelerates the recruitment process and improves the candidate experience. Chatbots are used to help new employees acquire information quickly throughout the induction process. They improve their initial experience with the business by assisting with documentation and training programs. The research also looks into how chatbots might help HR professionals do their jobs and give employees with timely solutions to HR concerns. The findings show that AI-powered chatbots improve both operational efficiency and employee satisfaction by giving precise and timely information. This significantly affects employee experience.

### 3. THEORETICAL FRAMEWORK

#### HR-DRIVEN CHATBOTS

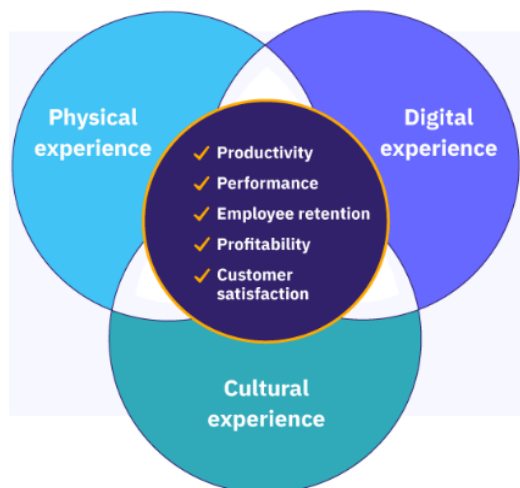
An HR-Driven Chatbot is a conversational tool powered by AI and designed and guided by the company's HR strategy and objectives. An HR-driven chatbot is specifically created for human resources, as opposed to general chatbots, which can be used for a range of tasks. The organization's HR policies, operational procedures, and employee experience goals all



contribute to its growth. This ensures that it is in line with HR's strategic objectives and satisfies the actual needs of employees.

These chatbots function as digital HR assistants, responding to frequently asked questions like payroll, benefits, leave policy, and the onboarding process. Furthermore, they allow employees to have interactions that are tailored to their specific profiles, departments, or roles. Businesses may ensure that HR communication is always accurate, dependable, and consistent by including business culture, compliance needs, and HR rules into the chatbot's design.

### COMPONENTS OF EMPLOYEE EXPERIENCE



#### Physical experience

The sensory characteristics of the workplace are linked to the body experience. For example, the ease of traversing the building's layout, the functionality and comfort of the workstations and chairs, the workplace's stillness or noise level, and the existence of windows that allow for natural light or a spot to eat and relax during breaks.

Physical characteristics have an instant impact on how people perceive their jobs, as well as their capacity to concentrate and finish tasks. They may also have a beneficial or bad impact on the company's values, depending on how they contribute to the overall employee experience.

Improving the liveliness and comfort of the workplace may inspire individuals to be more enthusiastic and innovative in their professional endeavors. Two simple ways to accomplish this are to relocate workstations or to allow employees to work from home, where they can tailor their settings.

Remote laborers have a less substantial physical employment experience. In contrast, hybrid workplaces have been reinventing the office's role in the employee experience by emphasizing the office's social and collaborative characteristics.

#### Digital experience

Technology is a vital component of the job. Workers use digital tools to find work, do tasks, connect with coworkers, and contact HR and other service providers. Employee satisfaction is directly determined by the amount to which digital technologies meet employee expectations and make work easier.

**Cultural experience**

A company's cultural experience distinguishes it from others. It includes the values, symbols, and behaviors that people consistently exhibit. In other words, goods out of reach have an impact on the appearance of the workplace.

Culture is the process of creating an environment in which people are encouraged to work and achieve success. If the right culture is not in place, the digital and physical experiences may not be enough to create a positive overall EX.

**4. PERFORMANCE EVALUATION**

**1. What are the functions of Tech Mahindra's HR-driven chatbots?**

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Hiring only	10	10%
2	Employee engagement	60	60%
3	Financial audits	5	5%
4	Marketing campaigns	25	25%
TOTAL		100	100%

According to the findings, the majority of respondents (60%), are most concerned about staff engagement. Marketing accounts for 25% of the budget, with staff accounting for 10%. Financial audits are the least significant, taking up only 5% of their work. This shows that they devote the majority of their time to HR-related tasks.

**2. What is the most important feature of Tech Mahindra's HR chatbot?**

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Payroll processing	20	20%
2	Query resolution	45	45%
3	Product promotion	10	10%
4	Event management	25	25%
TOTAL		100	100%

According to the report, 45% of respondents are most concerned with inquiry response, with payroll processing (20%) and event management (25%) coming in close second. Product promotion is the least important activity, comprising only 10% of the total. This demonstrates the critical necessity of HR responsibilities.

**3. Is Tech Mahindra's HR chatbot generally better?**

S.NO	PARTICULARS	RESPONDENTS	PERCENTAGE
1	Employee experience	55	55%
2	Customer sales	5	5%
3	Supply chain	15	15%
4	IT infrastructure	25	25%
TOTAL		100	100%



According to the report, the majority of people (55%) are most concerned about the employee experience, while supply chain (15%) and IT infrastructure (25%) are also mentioned. Consumer sales are for only 5% of total revenues, implying that human resources is the top focus.

## 5. CONCLUSION

The use of HR-driven chatbots has considerably enhanced the entire employee experience by decreasing time-consuming HR tasks, ensuring seamless communication, and offering prompt help. These chatbots improve HR productivity, reduce response times to requests, and increase employee engagement and satisfaction. AI-powered technologies could help firms like Tech Mahindra manage their employees more effectively. These technologies have the ability to improve workplace effectiveness and power, as well as make it easier to maintain individualized interactions. As technology improves, HR chatbots will play an increasingly important role in creating workplaces that are responsive, successful, and employee-centric.

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