

SUCCESS STORY

HR Policy Chatbot

Replacing a Legacy HR Support Tool with an Intelligent, AI-Powered Employee Self-Service Platform

Company Name

FUSO

Industry

Automotive

Location

Japan

Impact

Transforming HR knowledge access through AI-powered self-service.

Application

Chatbot

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A CASE STUDY

Transforming HR Knowledge Access Through Enterprise GenAI, Self-Service Automation, and Knowledge Ownership

Background

FUSO employees frequently rely on HR policies, benefits information, leave guidelines, onboarding procedures, and organizational policies to perform their day-to-day activities. To support employee self-service, FUSO had implemented a chatbot solution intended to provide quick access to HR-related information.

As employee expectations evolved and organizational knowledge expanded, FUSO identified an opportunity to modernize the experience through a more intelligent, scalable, and self-managed support platform capable of improving knowledge accessibility, reducing operational dependency, and enhancing employee experience.



Problem Statement

FUSO sought to establish a modern employee self-service platform capable of improving knowledge accessibility, reducing operational dependency on manual support channels, strengthening knowledge governance, and creating a scalable foundation for AI-driven employee assistance.

Solutions

- AI-Powered Employee Assistance Platform**
 Implemented a conversational HR support platform capable of understanding employee intent and delivering contextual, policy-aligned responses through natural language interactions.
- Intelligent Knowledge Retrieval Framework**
 Established a hybrid retrieval model combining structured HR knowledge with semantic search capabilities, enabling accurate and relevant information discovery regardless of how questions are phrased.
- Self-Managed Knowledge Governance**
 Enabled HR teams to independently manage, update, and govern organizational knowledge through intuitive administrative capabilities, eliminating reliance on external vendors for content maintenance.
- Responsible AI Controls**
 Implemented governance mechanisms, response guardrails, and knowledge-grounding frameworks to ensure reliable, trustworthy, and HR-specific AI-generated responses.
- Analytics and Operational Management**
 Introduced monitoring, usage insights, feedback mechanisms, and administrative controls to support continuous platform optimization and informed decision-making.

Business Outcomes

Employee Self-Service Adoption

70% Increase in employee adoption compared to the previous chatbot platform.

HR Support Dependency Reduction

60% Reduction in routine HR inquiries requiring manual intervention from HR teams.

Knowledge Update Efficiency

75% Faster publishing and maintenance of HR policy content through direct HR ownership and self-service administration.

Employee Satisfaction Improvement

45% Increase in positive user feedback and overall platform effectiveness.

Vendor Dependency Elimination

100% Transition from a third-party managed solution to a fully owned and governed platform.

Challenges Faced

Business Challenges

- Low Employee Adoption**
 Employees lacked confidence in the existing support platform, limiting self-service adoption and continued usage.
- Limited Knowledge Ownership**
 HR teams could not independently maintain and govern organizational knowledge, reducing agility in responding to policy updates and organizational changes.
- High Reliance on HR Support Teams**
 Routine employee inquiries continued to consume significant HR effort that could otherwise be allocated to higher-value activities.
- Lack of Support Visibility**
 Limited insight into employee interactions, query patterns, and platform effectiveness restricted opportunities for optimization and continuous improvement.
- Vendor Dependency**
 The existing operating model created ongoing reliance on external providers for platform maintenance, content management, and future enhancements.

Technical Challenges

- Conversational Understanding**
 Supporting natural language interactions beyond predefined keywords and exact-match logic while accurately interpreting employee intent.
- Controlled AI Behavior**
 Ensuring generated responses remained accurate, domain-specific, professional, and aligned with organizational policies.
- Knowledge Migration**
 Transitioning existing HR knowledge assets into a modern AI-enabled platform without disrupting employee access to information.
- Non-Technical Administration**
 Providing intuitive knowledge management capabilities that could be effectively used by HR professionals without technical expertise.
- Scalable Enterprise Architecture**
 Building a secure, scalable, and maintainable platform capable of supporting future growth and evolving knowledge requirements.

Key Areas of Expertise Demonstrated

- Enterprise Generative AI Platform Development**
 Designed and deployed enterprise-grade AI solutions that combine conversational intelligence, knowledge retrieval, governance controls, and operational scalability to address real business challenges.
- AI-Powered Knowledge Management & Self-Service Solutions**
 Built intelligent self-service platforms that improve knowledge accessibility, reduce dependency on manual support channels, and enable users to obtain accurate information through natural language interactions.
- Legacy Platform Modernization and Replacement**
 Successfully transformed a legacy, vendor-dependent solution into a modern, scalable, and fully owned platform while ensuring continuity of knowledge, operations, and user experience.
- Retrieval-Augmented Generation (RAG) and Semantic Search**
 Implemented advanced retrieval mechanisms that combine structured enterprise knowledge with semantic search capabilities to improve information discovery, contextual understanding, and response relevance.
- AI Governance and Responsible AI Implementation**
 Established governance frameworks, response controls, and knowledge-grounding mechanisms to ensure AI-generated responses remain accurate, trustworthy, policy-aligned, and suitable for enterprise environments.
- Human-Centered Enterprise Experience Design**
 Designed intuitive experiences for both employees and administrators, enabling high adoption, simplified knowledge management, and effective platform utilization without requiring technical expertise.

Enterprise Knowledge Accessibility

24x7 Availability of HR knowledge and employee self-service support across the organization.

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