yellow.ai

5 Ways to Revamp

Employee Experience with AI Technology
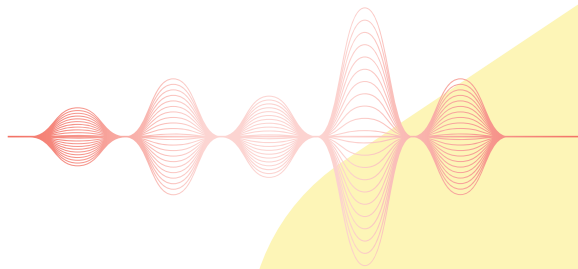
Table of
Contents

Introduction

Employee experience (EX) is defined by the full range of interactions an individual has with his or her organization. Typically, the experience begins during the onboarding process and ends when an employee makes their exit. While company culture, technology systems, communication methods, work-life balance and people can all impact EX, the reality is that employee journeys are changing – especially since the emergence of hybrid workplace models.

According to Gartner, more than 30% of all employees worldwide work remotely today. The U.S. leads in terms of remote workers, accounting for 53% of the U.S. workforce.

This growing remote-life trend means employees will have more flexibility to either work from home or join the on-site team. Now, HR and IT teams have become the front line for helping to deliver a good experience for employees whether they are working at home or in the office.

Following the same traditional EX strategy may not be enough to keep your employees engaged and satisfied in today's hybrid model. Among the many benefits of positive employee experiences include higher worker satisfaction, better engagement, increased productivity and excellent retention rates. Numerous studies validate this. Companies with impressive EX enjoy:

21%
increased profitability

41%
lower absenteeism

682%
increase in long-term revenue

These benefits are just the tip of the proverbial iceberg. Simply put, optimizing employee experience is a must, especially in the modern work landscape where 85% of workers are disengaged and 71% will quit if they find better opportunities elsewhere.

Conversational AI: **A Big Opportunity for EX Optimization**

While the need to digitally transform forced many enterprises to embrace technology to improve operational efficiencies and automate time and resource-intensive tasks, the truth is only 16% of companies use technology to monitor employee engagement.

McKinsey reported that tech adoption across different industries, particularly AI, has increased from 50% in 2020 to 56% in 2021. The same study found that only 16% use AI for HR-related purposes.

However, as more enterprises embrace AI in the workplace, particularly for automating customer-facing and internal production processes, it provides organizations the template to leverage that same technology to improve HR and employee-related tasks.

Specifically, conversational AI enables organizations to extend consumer-like experiences to their employees, such as seamless and simplified access to information and tools or an effortless way to express sentiments, among other things.

5 Ways Conversational AI **Optimizes the Employee Experience**

When executed properly, conversational AI can boost employee experience, which can then lead to higher engagement and satisfaction scores, increased productivity, and better retention. Here are five ways conversational AI can optimize EX:
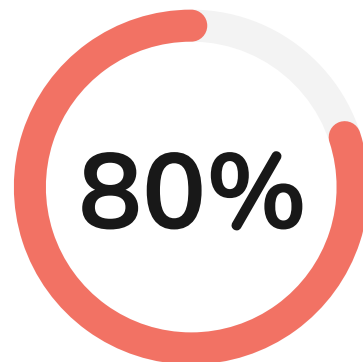
Streamlines the recruitment process

Employee experience begins with the job application, thus it's crucial to provide future employees with a positive experience right from the start. Conversational AI can be deployed to accelerate basic, repetitive tasks such as pre-screening and parsing resumes.

95%
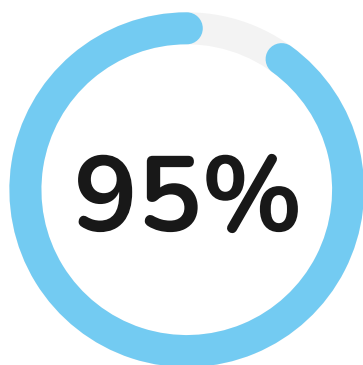
of candidates believe there's a direct correlation between how potential employers treat them as applicants and as employees according to one study.

80%

of employees said positive candidate experience influenced their decision to accept their employer's offer according to another study.

Conversational AI agents can proactively engage candidates throughout the recruitment process, providing them constant communication, information, instructions, and tips on how to land the job.

Simplify onboarding for new employees

Too often, new hires lack a strong grasp of their roles and are unclear on how they fit into the larger business strategy. When they don't have clarity on their responsibility, it delays their time to value.

Conversational AI agents can simplify their transition by automating all the essential onboarding processes and getting them quickly aligned to the organization's values. The AI agents can also provide clarity by resolving all generic queries as well as policy-related concerns the new employees usually have.

Successful implementation of conversational AI has led to a 20% reduction in employee onboarding time by automating new employee preboarding checklists, document submission, FAQs and more. This helps justify the decision of 70% of HR leaders to integrate AI into their onboarding process, a clear signal that this will be a permanent practice in the near future.

Increase productivity through faster information access

A common problem for employees in large and decentralized organizations is the large amounts of information and documentation. In situations where employees require specific information to perform a task, they usually struggle to locate that information, resulting in poor productivity and output.

When employee access to crucial information is impeded, large organizations risk losing

$2 million a month.

Conversational AI helps employees find the information they require. AI-powered agents leverage natural language processing (NLP) and machine learning (ML) to interpret the needs of employees and learn language patterns over time.

Simply put, conversational AI automates end-to-end employee experience workflows across HR/IT/finance/legal, providing instant and on-demand access to information and self-serve queries across channels of choice. This improves employee agility, resulting in increased productivity and efficiency.

Hear the voice of employees

Nearly a quarter of companies are unaware of what's driving disengagement within their organization.

Personalized conversational AI interfaces help HR teams to gather anonymous feedback from their employees. This provides employees a safe channel where they can voice their sentiments and problems, or submit suggestions on improving their well-being, as well as workplace conditions and culture.

Having a feedback platform also allows management to provide feedback to their employees. Constant feedback from management is seen as a huge factor in ensuring a positive employee experience. Nearly half (43%) of highly engaged employees receive feedback from their managers.

With a direct line to HR and top management, employees feel appreciated and thus more engaged.

Listening to the voice of employees also helps companies identify engagement issues and take the necessary steps to address and resolve them, thereby reducing the attrition rate and boosting employee productivity.

Drive employees' professional growth

PwC Tech Survey 2022 reveals that employee learning/development/upskilling (28%) and key talent retention (27%) are among the biggest challenges organizations face today.

These are two critical issues they need to address quickly. That's because 94% of employees say they prefer growing with a company if it provides support for continued learning and development.

Conversational AI helps employers analyze employee communications, performance and previous interactions to identify learning and development opportunities. Insights gleaned from conversational and performance data enable HR departments to create training programs that are aligned with the goals and values of both employer and employee.
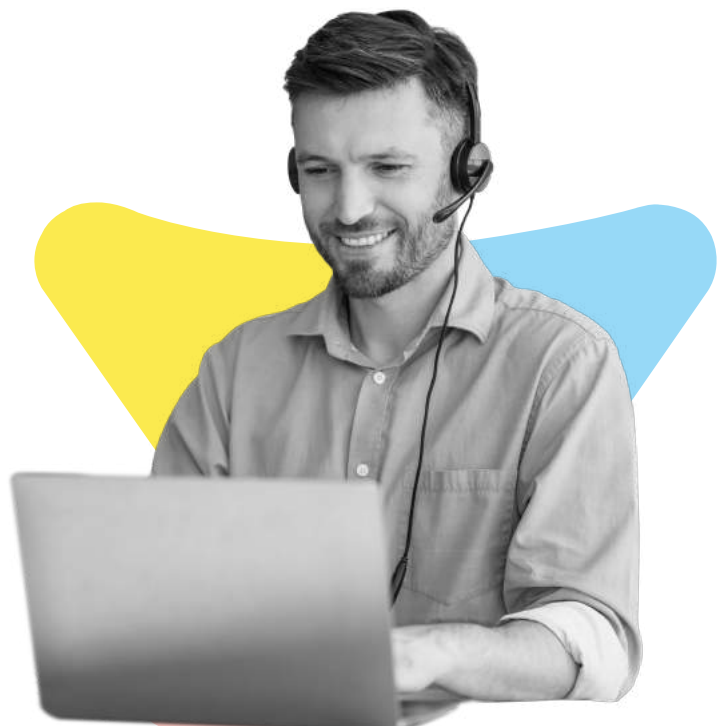
Make Yellow.ai
Integral to EX Strategies
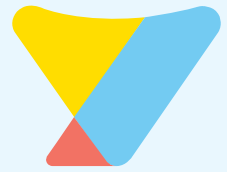
Optimizing the employee experience is a must for all modern organizations. Enterprises need to build an environment that's tailored to specific employees to not just boost their productivity and keep them engaged, but to empower them to become even more valuable assets.

However, each employee comes with a different personality, unique sets of goals and mindset. No enterprise can even begin to approach employee experience with a one-size-fits-all solution.

This is where Yellow.ai comes in. Some of the benefits we bring to your employees and your organization include:

▶ An Insight Engine that ingests unstructured data to offer enterprise-wide cognitive capabilities without manual training.

▶ A comprehensive and accessible knowledge base that makes information available broadly.

▶ The automation of transactional queries such as "Where is my payslip?," "Update my address," and more.

▶ Tracking employee engagement through regular surveys and generating actionable insights.

▶ Building of a culture map based on the team's geographic location, enabling any organization to customize the policy based on a country-by-country level.

Our platform helps you elevate the employee experience by deploying dynamic AI agents at every point of your employee's journey with your organization. We accelerate their access to information, give them a voice, provide them valuable feedback to fuel their growth and inspire them to be better.
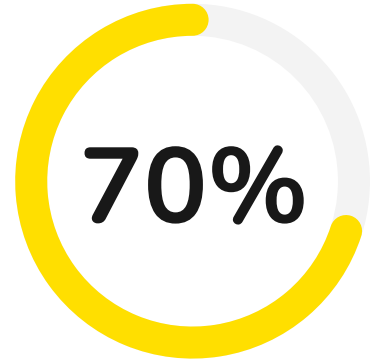
Yellow.ai's AI automation platform delivers a massive impact to EX as indicated by these numbers from our users:
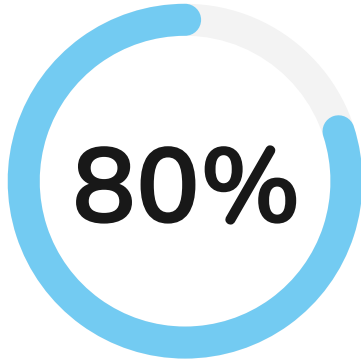
80%
of queries are resolved through employee self-service tools

40%
increase in employee satisfaction rates with self-serve options

70%
reduction in ticket resolution time, leading to increased employee productivity by at least 30%

Rather than having a single project manager or team leader monitoring their team members and working on their employee goals and achievements, Yellow.ai dynamic AI agents allow for better employee engagement, communication, collaboration, development and more.

Ready to use dynamic AI to take the employee experience to a higher level?

Request a demo from one of our conversational AI experts to get started.