# How to use the AskHR AI assistant

# Introduction: Meet your AI assistant

## What is your AI assistant?

Powered by advanced generative AI technology and loaded with HR policies, procedures, and knowledge content, your AI assistant is available 24/7 to provide guidance and answer your HR-related questions.

## Capabilities and features

Your AI assistant includes a range of powerful capabilities and features to improve your HR experience:

* **Contextual understanding:** Your AI assistant is trained to understand the context of your queries, allowing it to provide relevant and accurate responses to meet your needs.
* **Knowledgebase access:** Your AI assistant can access your company's knowledgebase to return information on HR policies, procedures, benefits, and more, ensuring you always have the information you need when you need it.
* **Quick and efficient assistance:** Say goodbye to waiting on hold or navigating complex systems. Your AI assistant offers instant help, allowing you to get the answers you need quickly and efficiently.
* **Natural language interaction:** You can chat with your AI assistant just like you would with a friend. It's super smart and can understand all sorts of questions however you ask them.
* **Privacy and security:** Your privacy and security are our top priorities. From your address to your salary details, your personal information is tightly locked away.

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## Accessing and interacting with your AI assistant

Getting started with your AI assistant is easy!

* **Messaging platform:** Your AI assistant is available wherever you are: Slack, Microsoft Teams, or a dedicated web portal. To get started, simply fire up a conversation with the AI assistant.
* **Ask questions:** Once you've accessed the AI assistant, you can ask questions or request help on HR-related topics such as information on company policies, benefits enrollment, or payroll inquiries.
* **Instant responses:** Your AI assistant will provide you with instant responses to your questions, delivering accurate information to help you with your HR needs.
* **Feedback and assistance:** Please let your HR team know if you encounter any issues or have feedback on your experience with the AI assistant. Your input helps continually improve the capabilities of your AI assistant so that it can better serve you.

# When to choose the HR AI assistant over human interaction

AI-powered assistants offer many benefits, providing employees with instant access to information and support. But when should you use AI assistants, and when should you talk to a human HR representative?

Here, we explore times where using the HR AI assistant might be more efficient:

* **FAQs and routine inquiries:** The AI assistant provides quick and convenient assistance with FAQs and routine tasks such as checking vacation balances, updating personal information, or accessing company policies.
* **24/7 Availability:** Human HR representatives tend to stick to regular business hours, while the AI assistant operates around the clock. This means employees working in different time zones or facing urgent issues outside normal office hours can get the help they need.
* **Consistency:** The AI assistant delivers information consistently, reducing the chance of mistakes or differences that can happen when different people handle the same questions.
* **Self-service:** You might prefer to find the answer yourself without human interaction, and the AI assistant provides the perfect opportunity.

Here, we explore times when it might be best to speak to a human HR representative:

* **Sensitive or personal matters:** Sometimes, when it comes to things like your health, family emergencies, or other personal things, you might need someone who really understands. That's when it's good to talk to a person who can listen and give you the support and help you need.
* **Confidential complaints or grievances:** If you ever have a serious problem at work, like needing to complain about something or report someone doing something wrong, it's important to talk to a real person from HR. They'll keep it private and work hard to figure out what happened and fix things.
* **Legal and compliance concerns:** If you ever encounter a serious work situation involving discrimination, harassment, or breaking company rules, it's best to talk to someone from HR who knows what they're doing. HR has extensive training in handling these kinds of situations to ensure that everything is fair and legal for everyone.
* **Career development and counseling:** If you want help with moving up the career ladder, getting better at your job, or improving your performance, it's a good idea to chat with someone from HR. They can give you advice tailored to you and help you figure out what you need to do to reach your goals.
* **Interpersonal conflicts and mediation:** When there's a problem between people at work, it takes someone with good people skills and understanding to fix it. HR representatives are the best option for conflict resolution and ensuring everyone gets along, making the workplace a better, happier place.
* **Policy interpretation and exception handling:** While the AI assistant is great at providing standard policy information, it can sometimes be difficult to understand or may require exceptions or flexibility. That's when it's good to talk to a real person from HR. They can interpret and customize solutions to fit the situation.
* **Complex benefit or compensation inquiries:** If you need clarification about things like your benefits, how you get paid, or planning for retirement, it's okay to ask someone from HR. They can explain everything clearly, listen to your worries, and help you figure out what works best for you.
* **Feedback and performance reviews:** Receiving feedback and performance evaluations are essential for your growth and development. HR representatives are vital for conducting these reviews and giving you advice on how to improve and plan your career in a way that helps you and the company.
* **Crisis management and emergency response:** During crisis situations such as natural disasters, security threats, or public health emergencies, human HR representatives coordinate emergency response efforts, ensure employee safety, provide timely communication, and ensure everyone gets the support they need.
* **Employee advocacy and representation:** If you ever feel like you're being mistreated or left out, it's important to know that HR is there to help you. They'll make sure your concerns are listened to and that you're treated fairly, standing up for your rights and making sure you're heard.

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# Best practices for interacting with your AI assistant

Following these best practices can help you get the most out of your AI assistant. Effective communication with the AI assistant saves you time and ensures you have access to accurate and relevant HR information whenever you need it.

Here are some best practices for interacting with your AI assistant:

* **Respect boundaries:** Think of the AI assistant as a knowledgeable colleague who can provide information within the scope of HR policies and knowledge content. Avoid asking personal, sensitive, or inappropriate questions that are unrelated to HR matters, as the AI assistant is not equipped to handle such queries.
* **Ask specific questions:** Provide clear and specific questions to the AI assistant. Instead of asking, "Can you tell me about vacation policies?" try, "What is the process for requesting vacation time?" This clarity helps the AI assistant provide you with the most accurate and relevant information.
* **Use keywords:** Include relevant keywords related to your question. For example, if you're looking for information on parental leave, include terms like "parental leave policy" or "maternity/paternity benefits" to help the AI assistant better understand your request.
* **Provide context:** When asking questions, provide context whenever possible. For example, if you're inquiring about paid time off, specify the country/region; if you're looking for US paid time off, say so. Contextual information enables the AI assistant to tailor its responses more effectively.
* **Be patient and polite:** Remember that the AI assistant is designed to help you and may take a moment to process your request. Be patient while awaiting a response, and maintain a polite tone throughout your interaction.
* **Use natural language:** While being specific is important, try to frame your questions in natural language. Avoid overly technical jargon or abbreviated terms that may confuse the AI assistant. Clear and straightforward language ensures a smoother interaction.
* **Ask follow-up questions:** If the AI assistant's response doesn't fully answer your question or you require further clarification, ask follow-up questions. This iterative process helps ensure you get the information you need.
* **Feedback is valuable:** If you encounter any issues in the AI assistant's responses, provide constructive feedback to your HR team. Your input helps improve the AI assistant's accuracy and effectiveness over time, benefiting you and your colleagues.

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# Privacy and security guidelines

Your privacy and security are top priorities within your company, and the AI assistant is designed to uphold these standards at all times. By following these privacy and security guidelines, you can confidently interact with your company's AI assistant, knowing that your data is handled, stored, and protected with the utmost care and diligence.

Here's everything you need to know about how your AI assistant handles your privacy:

## Data handling, storage, and protection:

* **No personal information by default:** The AI assistant is designed to prioritize HR-related questions. Therefore, it doesn't include data with personal information by default. Sensitive data such as personal identification details or financial information is not stored or accessible by the AI assistant.
* **Contextual answers:** The AI assistant uses a database of HR policy and knowledge content to provide contextual answers to your questions. This means it can offer relevant information without needing access to personal data.
* **Limited access controls:** In the rare event that personal information is required to assist with a specific inquiry, access to this data is strictly limited by access controls. Only authorized personnel can access and use this data, protecting sensitive information.
* **No anonymous access:** Every interaction with the AI assistant is tied to a user's identity. The AI assistant doesn't allow anonymous access, ensuring a complete audit trail of all conversations. This transparency promotes accountability and helps monitor the appropriate use of the AI assistant.

## Guidelines for maintaining privacy and security:

* **Avoid sharing sensitive information:** When interacting with the AI assistant, avoid sharing sensitive or confidential information such as your bank account details or passwords. The AI assistant is not designed to handle such data and cannot assist with personal matters.
* **Be mindful of context:** While the AI assistant is designed to assist with HR-related questions, be mindful of the context of your inquiries. Avoid asking questions that could compromise your privacy, security, or others.
* **Report suspicious activity**: If you notice suspicious activity or encounter issues related to privacy or security while interacting with the AI assistant, report it immediately to your HR team. Prompt reporting helps reduce potential risks and ensures the system's security.
* **Stay informed:** Familiarize yourself with your company's policies and procedures regarding data privacy and security. Stay informed about any updates or changes to these guidelines to ensure compliance and protect sensitive information effectively.

# Providing effective feedback

Your AI assistant is a handy tool designed to quickly answer your HR-related questions. Like any technology, ongoing improvement is crucial for maintaining effectiveness and relevance. Here's how you can contribute to enhancing your HR AI assistant.

## The importance of feedback

Your feedback is valuable in shaping the performance of the AI assistant. By sharing your experiences on the highs and lows of your interactions, you contribute directly to improving the experience for yourself and your colleagues, fostering a more relevant and efficient interaction for all.

## Tips for providing effective feedback

* **Be specific:** When you provide feedback, be as specific as possible about your experience. Detail what worked well, what didn't, and any suggestions you have for improvement.
* **Include context:** Provide context for your feedback by referencing specific interactions where you encountered issues or had a positive experience with the AI assistant.
* **Focus on impact:** Highlight the impact of the issue or suggestion on your work or productivity. Whether it's a minor inconvenience or a significant barrier, explaining how the feedback affects your day-to-day tasks helps prioritize improvements effectively.
* **Offer constructive criticism:** While it's important to point out areas for improvement, do so constructively. Frame your feedback in a positive manner and offer suggestions for how the issue could be addressed.

# Content filtering and moderation

AI assistants are helpful tools for communication, accessing information, and increasing productivity. But just as we expect people to be professional and respectful, the same standards apply when talking to AI assistants. Understanding what language, topics, or questions are off-limits is crucial to making the most of your interactions.

## Guidelines for proper interaction:

* **Stick to work topics:** Focus on work-related matters like HR policies, company procedures, or departmental information. Avoid delving into personal or sensitive topics unrelated to work.
* **Be respectful:** Treat the AI assistant with the same respect you would a human coworker. Avoid being sarcastic, hostile, or aggressive in your tone.
* **Keep it confidential:** Don't share confidential information with the AI assistant. Respect data privacy and security policies by avoiding sharing sensitive information that could harm the company or its employees.
* **Follow company policies:** Stick to company policies and guidelines while chatting with the AI assistant. Avoid asking questions or seeking information that breaches company rules, regulations, or legal obligations.
* **Offer constructive feedback:** If you encounter any issues with the AI assistant, provide helpful feedback to help shape its improvement.

## Prohibited language, topics, and queries:

* **No harassment or discrimination:** Any language, topics, or questions involving harassment, discrimination, or bias based on protected characteristics like race, gender, religion, etc., are strictly forbidden.
* **Avoid inappropriate content:** Avoid discussing or asking for explicit, offensive, or unsuitable content for the workplace, including topics like violence, pornography, hate speech, or illegal activities.
* **No personal attacks:** Don't engage in personal attacks, insults, or defamation against individuals or groups, whether inside or outside the organization.
* **Don't misuse information:** Don't exploit the AI assistant to gather information for malicious purposes or to breach company policies, ethical standards, or the law.

## Reporting concerns or issues:

If you come across language, topics, or questions that violate these guidelines or have concerns about the AI assistant's behavior, report them to your HR team immediately.

When you report, provide as much information about the issue as you can, including the nature of the problem, specific language or queries involved, and any relevant context. Your feedback helps address issues quickly to maintain a respectful environment for all users.

# Escalation guidelines

AI assistants provide employees with instant access to work-related information and assistance. However, there are times when the complexity of human needs necessitates the involvement of human HR representatives.

Knowing when to escalate questions beyond the AI assistant is vital for getting the proper support. Here are some tips to help you decide:

* **Complex or sensitive matters:** If your question involves sensitive or complex issues like work conflicts, disciplinary actions, or personal challenges affecting your job, it's best to talk to a human HR representative. They can offer the understanding and confidentiality needed.
* **Ambiguity or uncertainty:** If the AI assistant's response is unclear or open to interpretation, reach out to a human representative for clarification. AI might struggle with complex situations or uncertainty, so it's wise to seek human insight.
* **Policy exceptions or unique cases:** When your question involves exceptions to policies, unique situations, or circumstances outside standard procedures, human intervention may be necessary. Human HR reps can provide personalized solutions where needed.
* **Technical limitations:** If your question is highly technical or specialized, the AI assistant might not have all the answers. Consider consulting a human expert who can handle complex HR processes.
* **Feedback and improvement:** If you find the AI assistant's responses aren't meeting your needs, give constructive feedback. This helps improve its capabilities and ensures better support for employees in the future.
* **Know your escalation channels:** Understand how to reach out to human HR representatives in your organization. This ensures a smooth transition from AI support to human assistance when required.
* **Trust your instincts:** If you feel your question needs human attention or personalized help, don't hesitate to escalate it. Trust your instincts and reach out to the appropriate channels for assistance.

# Start a new chat

In this guide, we'll walk you through the simple steps to start a chat with the default AskHR assistant and show you how to switch between different assistants that may be in place.

Let's get started!

1. Look for the chat icon to start a conversation from the platform or app you're using.
2. Once you're in the chat interface, you'll typically see options for different AI assistants. Select the one that fits your needs.
3. Start the chat by either selecting a Conversation starter from the available options or entering your own question.
4. The AI assistant will respond to your query or request with relevant information, suggestions, or actions.
5. To proceed, follow the prompts and guidance provided by the assistant.
6. Review the information provided by the assistant to ensure accuracy and relevance to your needs.
7. When you're happy with the assistance, you can end the chat by selecting the cross icon.

# Chat in different languages

Whether you're more comfortable in another language or need to communicate in a specific language for work or personal reasons, our AI assistant can automatically detect your language and respond accordingly.

This guide will show you how to easily switch languages and get the help you need.

1. Start a new chat the usual way.
2. Enter your query or request in your chosen language.
3. Watch the AI assistant respond in your chosen language.

# How to provide feedback

Your input is super helpful in helping us enhance and refine the AI assistant's capabilities to better serve you.

In this guide, we'll walk you through the simple steps to share your feedback effectively, ensuring that your voice is heard and that we continue to improve our service based on your insights.

1. From under the chat you just had, select the thumbs-up icon if you liked the response or the thumbs-down icon if you didn't.
2. In the feedback box, enter as much detail as possible on why you liked or didn't like the response.
3. Select SUBMIT when you're happy with your feedback.

# Copy a response

There are times when you might want to save or share the information provided by the assistant.

In this guide, we'll show you how to easily copy responses so you can use them for reference, documentation, or communication with others.

## Method one

1. From under the chat you have had, select the copy button.
2. The icon will change to a checkmark and will be ready to be pasted wherever you require.

## Method two

If you only want to copy part of the response, you can use your device's default way of selecting the part you need and selecting copy.

# Regenerate a response

Sometimes, the initial answer you get from the AI assistant might not cover everything you need, or you might want to explore more options. Regenerating a response lets you see different answers or dive deeper into the conversation.

There are two methods of regenerating responses, and this guide will show you how to make your interactions even more useful.

## Method one - the regenerate button

The quick and easy way to regenerate a response is by using the regenerate button.

1. Fromunder the chat you have had, select the regenerate button.
2. The AI assistant regenerates a new answer, which could take a moment.

You can use the regenerate button as often as necessary until you get your desired answer.

# Method two - manual prompting

Prompting the AI assistant manually to regenerate a response can be great because it allows you to provide extra context or clarify your question before generating a new response. This ensures that the AI assistant understands your query more accurately, potentially leading to a more relevant and helpful response.

There is no right or wrong way to ask the AI assistant, but we find it helps to chat with it naturally like you would a colleague or a friend.

# Access previous conversations

Whether you need to revisit important information, review past advice, or pick up where you left off, being able to access your previous conversations can be incredibly helpful.

In this guide, we'll show you how to easily access and retrieve your past conversations with the AI assistant.

1. From the chat window, select the History icon.

**NOTE:** If you are using your mobile or other small device, select the Burger bar to access the History icon.

1. From the list of previous conversations, select the one you need to open it.

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# Why do I get a different answer to the same question?

When you ask your AI assistant the same question but get different answers, several things could be causing this. Knowing these factors can help you understand why you might get different answers and how to get more consistent responses. If you need more consistency, try being clearer with your questions or asking the same way each time.

1. **How AI works:** AI assistants like ChatGPT generate answers based on patterns they've learned from lots of text. They don't have fixed answers and can respond differently each time you ask the same question.
2. **Conversation context:** AI assistants consider the whole conversation. If your chat history changes even a little, the AI assistant might respond differently.
3. **Training data:** The AI learns from a wide range of sources. Depending on which parts it draws from, you might get different answers.
4. **Question ambiguity:** If your question can be understood in different ways, the AI assistant might give different answers based on its interpretation.
5. **Updates:** AI data gets updated over time. If you use the AI assistant at different times, it might have been improved or changed, leading to different answers.
6. **Question phrasing:** Small changes in how you ask the question or any extra details you provide can change the AI assistant's response.

# Using the AI assistant on your mobile

You can use your HR AI assistant right from your mobile device. Here’s everything you need to know about accessing this helpful tool on the go.

## Why use the AI assistant on mobile?

1. **Convenience:** Get answers to your HR questions anytime, anywhere.
2. **Speed:** Quickly find policy information without needing to log into a desktop.
3. **Efficiency:** Resolve issues or get clarifications during meetings or while commuting.
4. **Accessibility:** Perfect for remote work or when you’re away from your desk.

## FAQs

**Q: Is the mobile version different from the desktop version?**

A: No, the mobile version provides the same functionality and access to the same database of information as the desktop version.

**Q: Will it work on both Android and iOS?**

A: Yes, your AI assistant is designed to work on any device, including both Android and iOS.

**Q: What if I encounter issues on my mobile device?**

A: If you experience any problems, please contact your IT support team for assistance.

**Q: Can I access the AI assistant outside of work hours?**

A: Yes, the AI assistant is available 24/7, making it easy to get the information you need anytime.