AI-Based Chatbot to Solve Modern-Day Enterprise Business Problems

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Abstract: Communicating with employees through forums and emails has become an increasingly popular way for many multinational companies to provide human resource services in real time. Today, employee chat service agents are often replaced by conversational software agents or chatbots. These systems are designed to communicate with human users through natural language, generally based on artificial intelligence (AI). Time and cost saving opportunities have led to the widespread deployment of AI-based chatbots. Chatbots are one of the most basic and popular examples of human-computer intelligent interaction (HCI). Designed to convincingly simulate the way humans behave as dialogue partners. In the proposed system, we propose a chat robot that can dynamically respond to employee human resource queries. The proposed HR system is based on the Microsoft Cognitive Services chatbot. This Microsoft Teams-based platform provides a broad foundation of intelligence and is trained based on various data sets provided by the organization's HR.

Keywords: Chatbot, Microsoft Cognitive Services. Human Resource, Q&A Maker, Knowledge Base, Microsoft Azure, Power Virtual Agents, Microsoft Teams, Power Automate Flow.

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