

AI elements for operational superiority

AI isn't magic. It's just logic.

TABLE OF AI & BOT USE-CASES FOR OPERATIONS

Decide on your best opportunities for conversationally automating your operations

Descriptions of each use-case

91 Ir Image recording faces in text	92 Pt Personality test.	93 Da Data Analysis	94 Dc Data clean-up	95 Cb Create a brainstorm.	96 Nt Nudge theory applied	97 Rg Report generation and query	98 Ea AI-risk employee alerts	99 Ca Contract comparative analysis	100 Ci Candidate Insights
81 Cl Collections	82 Lc Lost access card	83 Ib I am booked (text is record writing on something)	84 Ar Access request (IT)	85 Pp Pay by phone	86 Pu Purchase company uniforms etc.	87 Li Get the latest inside information.	88 Ws Who's on the hot seat	89 Cb Create brown bag	90 Op Overlap pairing
71 Ft Facilitating candidate tests	72 Gn Generate NDA	73 Tw troubleshooting wizard	74 Ac Automating candidate background checks	75 Pt Pay by text	76 Cs Change account status	77 Tr tuition reimbursement	78 Mc Manager-employee check-in	79 Rc Renew CC	80 Cn Compliance Notifications
61 Mi medical benefits inquiry	62 Eh Employee handbook Q&A plus PDF	63 Fd Order food and drinks for a meeting	64 Rr Round robin	65 Ae Ask today's guest expert	66 Pm Phone number masking	67 Wd Wellness incentive drip	68 Hs Holiday schedule	69 La leave of absence	70 Up Update/share OKR progress
51 Et Expense-tracking	52 Oi Open Issue (create ticket)	53 Ce Company event RSVP	54 Rd Report damaged or stolen equipment	55 Ns need supplies	56 Cb Conference room booking etc.	57 Cc Charge CC	58 Co Customer Onboarding Bot	59 Sa Send Invoice for Approval(s)	60 Ca Communications analysis
41 Cf Creating forms	42 Rc Remember class (assign somebody to remind team of an appointment or test)	43 St Scheduling candidate tests	44 Cs Cover my shift	45 Ct create a todo	46 Rb Ring the accomplishment bell	47 Dc Data Collection	48 Cb For entrance records check-in, checklist of behavior policies	49 Hc On-Hold w call-back	50 Ch Create a hackathon
31 Rt Request training or conference	32 Wh Work from home	33 Pw Peer review	34 Wp What's my priority?	35 Cr Candidate referral	36 Rs Resume collection and searchability/query	37 Rp Reset password	38 Ra Relocation assistance	39 Id Identify devices using Fling	40 Cw contract workflow
21 Ps Payroll setup	22 Vb HR vacation - bot	23 Sd Sick day	24 Rh Report harassment	25 Rm Request Meeting	26 Tq IT Q&A	27 Lq legal Q&A	28 Uc Update contact info	29 Tg Set a team goal and track it	30 Pd Pay discrepancy
11 Rb Recruiting bot	12 Eb Employee On-Boarding Bot	13 Ob Off-boarding	14 Si Schedule group interview	15 Tt Time tracking	16 Tb Teach bot Q&A	17 Mc Made coffee	18 Rt Request time for company project	19 Tp Suggest a tool or product	20 Ab Candidate profile building
1 Kb Knowledge base	2 Wi What the WiFi password	3 Es Employee Sat. Survey	4 Sv Schedule a visitor	5 Ev Employee IVR	6 Et Employee TTR	7 Mc Manage contract expiration	8 St Security vulnerability testing	9 Ss send pdf for signature	10 Cw Company wallet

- 1 Conversational interaction with your company's knowledge base makes room for positive changes how people are able to make use of it, update it and add to it.
- 2 Simple Q&A - "What's the wifi?" = "The wifi is..."
- 3 Interactive, custom employee satisfaction survey and results/reports. Start a baseline for trending.
- 4 Schedules and updates team about visitors to office.
- 5 Voice/phone-based dynamic triage for employees to navigate various internal options via keypad or voice recognition and natural language processing.
- 6 Text-based dynamic triage for employees to navigate various internal options.
- 7 Proactive facilitation of timely engagement with appropriate parties for renewing, replacing or ending contracts.
- 8 A high-value partner in testing the vulnerabilities in a security system, automation can be trained to keep constant pressure in the right places on your system, relearning regularly and engaging the right parties along the way.
- 9 Share PDF and collect signature. Combine with a smart contract to remind of critical events like renewals etc...
- 10 Creating and managing the use of an employee/company currency. Can be used for perks and bonuses.
- 11 Various automated recruiting functions; such as talent-scouting, screening, analysis, recommendations.
- 12 Facilitation of custom, employee onboarding communications/activities. Make sure you get them off to a great start.
- 13 It's a huge helping hand to have automated facilitation of customized and integrated employee off-boarding communications/activities. Automatically work through checklists and stay compliant.
- 14 Finding and scheduling time for group interviews in the appropriate teammates' calendars.
- 15 Capturing, tracking and reporting on time-spent toward tasks, and updating appropriate people/systems.
- 16 Increase your bot's knowledge by communicating with it.
- 17 Alerts, updates, notifications regarding the initiation and/or completion of coffee-brewing
- 18 Facilitate the ability for people to request company time for a project, as well as approval with appropriate parties.
- 19 Collecting and organizing suggestions for software and tools for the team, and engaging the appropriate personnel.
- 20 Automated collection, synthesis of candidate information into assembly of candidate-profile based on current employee-models.
- 21 Automated facilitation of setting up new employee on payroll.
- 22 Conversational facilitation of vacation request and approval process with associated parties and systems.
- 23 Managing employee sick-day requests/notifications and surrounding HR and payroll/benefits functions. Make sure ramifications are recorded for managers.
- 24 Creation of a harassment incident-report. Creating records in the correct places and involving the appropriate parties. Great for follow up and escalation.
- 25 Collect meeting-requests and notify the appropriate parties. Plus, a bot can help you manage unnecessary meetings and facilitate agenda's to ensure that every meeting has one. With workflow, can require approvals.
- 26 Conversational support for inquiries in company IT information, policies and history.
- 27 Conversational support for inquiries in company legal policies and history.
- 28 Confirming and updating contact information. Also can be used for confirming preferred channel of communication and best time to reach out.
- 29 Capturing, scheduling as well as collecting and sharing updates regarding team goals. Keep people on track by leveraging gamification.
- 30 Conversational creation of pay discrepancy report and engagement with the appropriate personnel.
- 31 Conversational capture of requests for training or conferences, and follow-up with appropriate parties. Great for walking through the justification process, and can alert others who may be interested.
- 32 Recording when teammates work from home and notifying the appropriate parties. Make sure the right bases are covered and that confirm the person working from home is not required at a particular location. Great when you require people to provide notice.
- 33 Facilitating HR-compliant custom peer-reviews amongst co-employees. The system can poke at people for not giving honest feedback.
- 34 Analysis of to-do lists and priorities of teams, and data-driven priority recommendations and reminders. Works great to help managers know when people are confused or may need a check-in.
- 35 Referrals are the number one way to acquire good employees. Information gathering, processing and notifications regarding referrals made by current employees. Use with wallet to offer company coins as incentive/reward.
- 36 Collection, analysis and storage of candidate resumes.
- 37 Conversational automated password reset.
- 38 Conversational FAQ and request process for relocation assistance program.
- 39 Automatically detect and lookup devices on your network.
- 40 Automated facilitation of dynamic contract completion process, while querying and updating the right systems and people.
- 41 Create forms via a conversational bot that facilitates configuration of new forms for you. By automatically writing code on the back end, the bot configures forms to reflect the content and function you specify through your conversation with the bot.
- 42 The reminder that can't stop/won't stop, escalating to all communication-channels, until it's confirmed and the specific task is completed.
- 43 Facilitation of scheduling with candidates to complete candidate test.
- 44 Facilitating work shift-fulfillment for employees wishing to not work on a scheduled date.
- 45 Creation of new to-do tasks and associated reminders.
- 46 Message a bot to set off digital or analogue sound to mark an accomplishment. Can work great with an IOT device.
- 47 With technologies like 5G and other IOT technologies, data collection is just becoming more important - not just collecting it, but doing something about it.
- 48 Conversational explorations of behavior policies, and timed check-ins on such behavior.
- 49 Offering and facilitating a call-back to a caller, as alternative to staying on hold.
- 50 Automated facilitation of brainstorming, scheduling, invites and reminders around hackathon events.
- 51 Expense tracking should be more than simply submitting receipts. Answer questions, modify behaviour, bring others into the loop when it makes sense.
- 52 Conversationally create a ticket in helpdesk ticketing system.
- 53 Interactive, conversational RSVPs and reminders etc. for company events
- 54 Collection of information regarding stolen/damaged property and notifying the appropriate parties. Can also facilitate replacement.
- 55 Conversational form that takes requests for company supplies.
- 56 Meetings can suck all the productivity out of companies - make scheduling them more than just blocking a time slot. Gain insights into how they are used and hold people accountable. Chart progress as you work towards people being more responsible with planning other's time.
- 57 Charge payment method.
- 58 Facilitation of custom, customer onboarding communications/activities. Helping customers to have a great start and get everything they need to be successful
- 59 Automatically engage appropriate parties in review/approval of invoices.
- 60 The amount of communication that happens within a company on a given day is more than any one person can handle. But not bigger than a bot can handle - this is what they do well.
- 61 Interactive support, inquiries and updates regarding company medical benefits.
- 62 Interactive support, inquiries and updates regarding employee handbook. Go further with interactive questions and track what employees are looking up.
- 63 Round-robin order-collection, purchase and delivery-scheduling for food and drinks for meeting attendees.
- 64 Continual sequence of attempting to connect a caller with a series of designated parties, until someone answers or in accordance with rules.
- 65 Automated conversational facilitation of questions and discussion with special guests - could be a financial advisor, health expert etc...
- 66 Executing calls and messages from a masked/facade phone number. Allows you to keep tabs on business calls happening in your org that are done by cell phones.
- 67 Automated conversational engagement to drive behavior/adherence to wellness program. Can also help users celebrate their wins.
- 68 Maintaining and communicating/reminding staff about holiday schedules.
- 69 Facilitation of request and approval process for leave of absence.
- 70 Setting quarterly key objectives is great, but we can all use a helping hand communicating progress and nudging us forward.
- 71 Conversational facilitation of candidate test with candidate.
- 72 Automated creation of non-disclosure agreement, as per current company standards, approvals process, etc.
- 73 Dynamic conversational troubleshooting with integration into ticket-history and tutorial content and images or videos.
- 74 Intelligent, integrated background search on any candidates entering the system, and corresponding notifications/alerts.
- 75 Facilitates payment processing via SMS.
- 76 Update/edit status of account.
- 77 Automated completion of request for reimbursement for tuition/training, and facilitation of approval process with appropriate parties.
- 78 Remind and follow up with managers to check-in with employees. Your B-players are your work horses and they don't need much, but a check in here and there can go a long way.
- 79 Conversational capture and update of credit card information in payment profile.
- 80 Intelligence-driven analysis of tasks and communications, vetting for compliance.
- 81 Automated and integrated, multi-channel communications around payments. Initiation, follow-up, payment-method-creation and payment.
- 82 Create report for lost access cards, plus complete approval and procurement of new cards through appropriate parties/systems.
- 83 Collecting information about blockers and engaging the appropriate systems and people.
- 84 Receive, review and engage the appropriate authorities for completing an access request.
- 85 Facilitates payment processing via voice/phone.
- 86 Selection and procurement of company supplies such as uniforms, equipment, etc. Can remember size, color etc. as well as facilitate payment if needed.
- 87 Updates and notifications on internal conversations, decisions, performances, fails, etc.
- 88 Put a manager on the hot seat for an hour - automated conversational facilitation of Q&A with managers.
- 89 Finding and scheduling time with the appropriate parties, as well as booking meeting space and accoutrements.
- 90 It's painful to realize too late that others in your company are working on similar goals or overlapping tasks. AI can analyze internal communications and reports to identify and facilitate touchpoints between potentially overlapping efforts.
- 91 Utilizing facial-recognition as a security/authentication function.
- 92 Conversational personality test as well as reporting/results. Allow people to share them with others if desired.
- 93 Analyze, process and visualize data using the latest machine learning algorithms along with traditional analytics. Discover hidden insights and take immediate action.
- 94 Intelligent acquisition, analysis and suggested rule-based alterations/updates to enhance data.
- 95 Conversational facilitation of multi-party brainstorming sessions, post a company problem looking for creative solutions. The bot can be proactive about gathering ideas, and reward with company coins.
- 96 People make better decisions when nudged in just the right way. This set of flows helps organizations implement Nobel Prize winner Richard H. Thaler's Nudge Theory to influence people's behaviour so teams are better coordinated and focused.
- 97 Conversationally interact with reporting data and dynamically create new reports from whichever data sources your AI has access to.
- 98 Through connectivity to various employee data points and statistics, AI can suggest potential employees at risk and offer potentially useful data points for curbing behavior.
- 99 When engaging in contracts that don't fit the mold, it can reduce cost to have AI that's trained to do analyze and compare contracts and recommend steps, as a starting point for engaging legal.
- 100 More candidate data helps you to hire better. AI can assess candidates against your current staff and desired model employees to offer valuable perspective in hiring.

SOONER ----- TIME* ----- LATER

* Time is defined by effort to implement, not whether or not use-case is implementable.



Organizational themes

- Each of the 100 technologies has been subjectively categorized according to broad themes, which are:
- | | |
|---------------------------|---------------------------|
| HR Human Resources | PT Procurement |
| AF Accounting & Finance | RD Research & Development |
| IT Information Technology | CS Customer Success |
| SA Sales | OP Operations |
| MK Marketing | LG Legal |
| LO Logistics | |

Channels supported (plus more)

