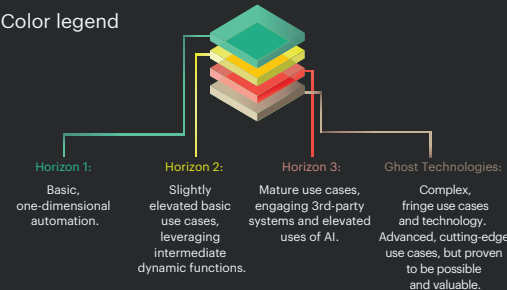# 100 ways to make your company more self-driving

So many business processes and workflows can be improved through collaboration with AI, especially within a technology ecosystem that connects people, data, and things. Here's a sample project plan of 100 use cases in operations.
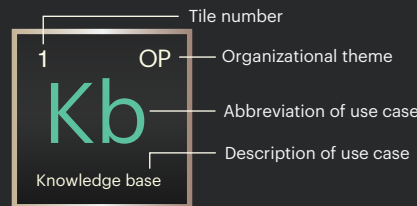
## Periodic table of use cases

Axis (vertical): SOPHISTICATION/COMPLEXITY — HIGH / LOW
Axis (horizontal): TIME* — SOONER ... LATER

| # | Abbr | Theme | Use case |
|---|---|---|---|
| 91 | Ir | IT | Image recording |
| 92 | Pt | HR | Personality test |
| 93 | Da | IT | Data analyses |
| 94 | Dc | IT | Data clean-up |
| 95 | Cb | RD | Create a brainstorm |
| 96 | Nt | OP | Nudge theory applied |
| 97 | Rg | IT | Report generation and query |
| 98 | Ea | HR | At-risk employee alerts |
| 99 | Ca | LG | Contract comparative analysis |
| 100 | Ci | HR | Candidate insights |
| 81 | Cl | AF | Collections |
| 82 | Lc | IT | Lost access card |
| 83 | Hw | OP | Help unblock work |
| 84 | Ar | IT | Access request (IT) |
| 85 | Pp | AF | Pay by phone |
| 86 | Pu | PT | Purchase company uniforms, etc. |
| 87 | Li | RD | Get the latest inside information |
| 88 | Ws | RD | Who's on the hot seat |
| 89 | Cb | HA | Create brown bag |
| 90 | Op | OP | Overlap pairing |
| 71 | Ft | HR | Facilitating candidate tests work horses |
| 72 | Gn | LG | Generate NDA |
| 73 | Tw | IT | Troubleshooting wizard |
| 74 | Ac | HR | Background checks |
| 75 | Pt | AF | Pay by text |
| 76 | Cs | OP | Change account status |
| 77 | Tr | AF | Tuition reimbursement |
| 78 | Mc | HR | Manager-employee check-in |
| 79 | Rc | AF | Renew credit card |
| 80 | Cn | LG | Compliance notifications |
| 61 | Mi | HR | Medical benefits inquiry |
| 62 | Eh | LO | Employee handbook Q&A |
| 63 | Fd | LO | Order food for meetings |
| 64 | Rr | LO | Round robin |
| 65 | Ae | OP | Ask todays guest expert |
| 66 | Pm | OP | Phone number masking |
| 67 | Wd | HR | Wellness incentive drip |
| 68 | Hs | HR | Holiday schedule |
| 69 | La | AF | Leave of absence |
| 70 | Up | OP | Update/share OKR progress |
| 51 | Et | AF | Expense-tracking |
| 52 | Oi | HR | Open issue (create ticket) |
| 53 | Ce | HR | Company event RSVP |
| 54 | Rd | OP | Report damaged or stolen equipment |
| 55 | Ns | PT | Need supplies |
| 56 | Cb | OP | Conference room booking |
| 57 | Cc | AF | Charge caredit card |
| 58 | Co | SA | Customer onboarding bot |
| 59 | Sa | AF | Send invoice for approval(s) |
| 60 | Ca | OP | Communications analysis |
| 41 | Cf | OP | Creating forms |
| 42 | Rc | OP | Reminder chase |
| 43 | St | HR | Scheduling candidate tests |
| 44 | Cs | LO | Cover my shift |
| 45 | Ct | OP | Create a to do |
| 46 | Rb | SA | Ring the accomplishment bell |
| 47 | Dc | OP | Data collection |
| 48 | Cb | OP | Check-in behavior policy |
| 49 | Hc | SP | On-Hold w call-back |
| 50 | Ch | MK | Create a hackathon |
| 31 | Rt | OP | Request training or conference |
| 32 | Wh | OP | Work from home |
| 33 | Pw | HR | Peer review |
| 34 | Wp | OP | What's my priority? |
| 35 | Cr | HR | Candidate referral |
| 36 | Rs | HR | Resume collection/query |
| 37 | Rp | IT | Reset password |
| 38 | Ra | HR | Relocation assistance |
| 39 | Id | IT | Identify devices using Fing |
| 40 | Cw | LG | Contract workflow |
| 21 | Ps | AF | Payroll setup |
| 22 | Vb | HR | HR vacation bot |
| 23 | Sd | HR | Sick day |
| 24 | Rh | HR | Report harassment |
| 25 | Rm | OP | Request meeting |
| 26 | Tq | IT | IT Q&A |
| 27 | Lq | LG | Legal Q&A |
| 28 | Uc | HR | Update contact info |
| 29 | Tg | OP | Set team goal and track it |
| 30 | Pd | AF | Pay discrepancy |
| 11 | Rb | OP | Recruiting bot |
| 12 | Eb | IT | Employee on-boarding bot |
| 13 | Ob | HR | Off-boarding |
| 14 | Si | OP | Schedule group interview |
| 15 | Tt | OP | Request time for time tracking |
| 16 | Tb | OP | Teach bot Q&A |
| 17 | Mc | OP | Make coffee |
| 18 | Rt | HR | Request time for company project |
| 19 | Tp | OP | Suggest a tool or product |
| 20 | Ab | AF | Candidate profile building |
| 1 | Kb | OP | Knowledge base |
| 2 | Wi | IT | What is the WIFI password |
| 3 | Es | HR | Employee sat. survey |
| 4 | Sv | OP | Schedule a visitor |
| 5 | Ev | HR | Employee IVR |
| 6 | Et | OP | Employee ITR |
| 7 | Mc | LG | Manage contract expiration |
| 8 | St | IT | Security vulnerability testing |
| 9 | Ss | LG | Send pdf for signature |
| 10 | Cw | AF | Company wallet |

*SOONER ——— TIME* ——— LATER*

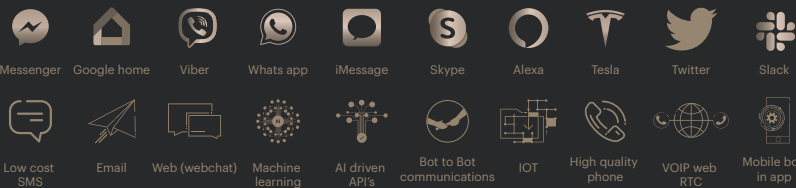\* Time is defined by effort to implement, not whether or not use-case is implementable.

## Use case descriptions

1 Conversational interaction with your company's knowledge base makes room for positive changes in 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 and 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 approporiate teammates' calendars.
15 Capturing, tracking and reporting on time-spent toward tasks, and updating approporiate 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 Referals are the number one way to aquire good employees. Information gathering, processing and notifications regarding referrals made by current employees. Use with wallet to offer company coins as insentive/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 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 accoutrement.
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.

## Color legend

**Horizon 1:** Basic, one-dimensional automation.
**Horizon 2:** Slightly elevated basic use cases, leveraging intermediate dynamic functions.
**Horizon 3:** Mature use cases, engaging 3rd-party systems and elevated uses of AI.
**Ghost Technologies:** Complex, fringe use cases and technology. Advanced, cutting-edge use cases, but proven to be valuable and valuable.

## Tile legend

- Tile number
- Organizational theme
- Abbreviation of use case
- Description of use case

Example: 1 — OP — Kb — Knowledge base

## Organizational themes

Each of the 100 tiles is categorized according to these themes:

| Abbr | Theme | Abbr | Theme |
|---|---|---|---|
| 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)

Messenger · Google home · Viber · Whats app · iMessage · Skype · Alexa · Tesla · Twitter · Slack
Low cost SMS · Email · Web (webchat) · Machine learning · AI driven API's · Bot to Bot communications · IOT · High quality phone · VOIP web RTC · Mobile bot in app

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# Your Next Hire Should Be A Bot

## Which organizational-functions are your opportunities?

**Operations**
Data analyses
Expense-tracking
Communications
Reminders
Operations-tasks
Answer phones/automated conversations
Data collection & analysis
Number-masking

**Call Center**
Scheduling
Customer communications
Work flow
Data-collection & analysis
Remote management of phones & data
Advanced AI-driven IVR/ITR
Outbound dialing
Call-backs
Sentiment-analysis
Surveys
Bots assisting agents in realtime

**Marketing**
Q&A
Encourage sign-ups
Reminders
Marketing management workflow
Customer communications
Customer segmentation & analysis
Analyze marketing data & execute programs
Monitor social & alert and/or respond
Low-cost SMS & email
Website bot
Surveys

**Finance**
Credit card processing
Reset password
Collections
Bill information
Trade stocks
Insurance claims management
Billing & collections
Customer communications
Data collection & analysis

**Services & Staffing**
Customer communication
Data collection & analysis
Scheduling
Logistics-coordination & service-delivery
Time-tracking
Q&A

**Legal**
Contract-compliance (smart contracts)
Contract-renewals
Q&A
Reminders
Manage workflow & flag errors in documents
Data collection & analysis
Contract management
Contract queries

**Sales**
Pricing
Lead-input
Communications
Analyze & predict sales data
Monitor & manage sales team-activity
Scheduling

**HR**
Recruiter bot
Candidate-screening
Time-tracking
Employee satisfaction survey
Reminders
Employee handbook FAQ
Employee relocation-guide
Onboarding/training
Benefits enrollment
Employee assessment
Vacation/PTO

### Circle center:

**BOTIFY YOUR ORGANIZATION**

Optimize your workforce - focus your people on important tasks and let bots take on the rest.

Ring labels: Operations · Marketing · Services & Staffing · HR · Sales · Legal · Finance · Call Center

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