



Automating employee onboarding with a chatbot



What do these people have in common?

Mary



Olga



Helen



What do these people have in common?

It's not **the same** clothing 😊

Mary



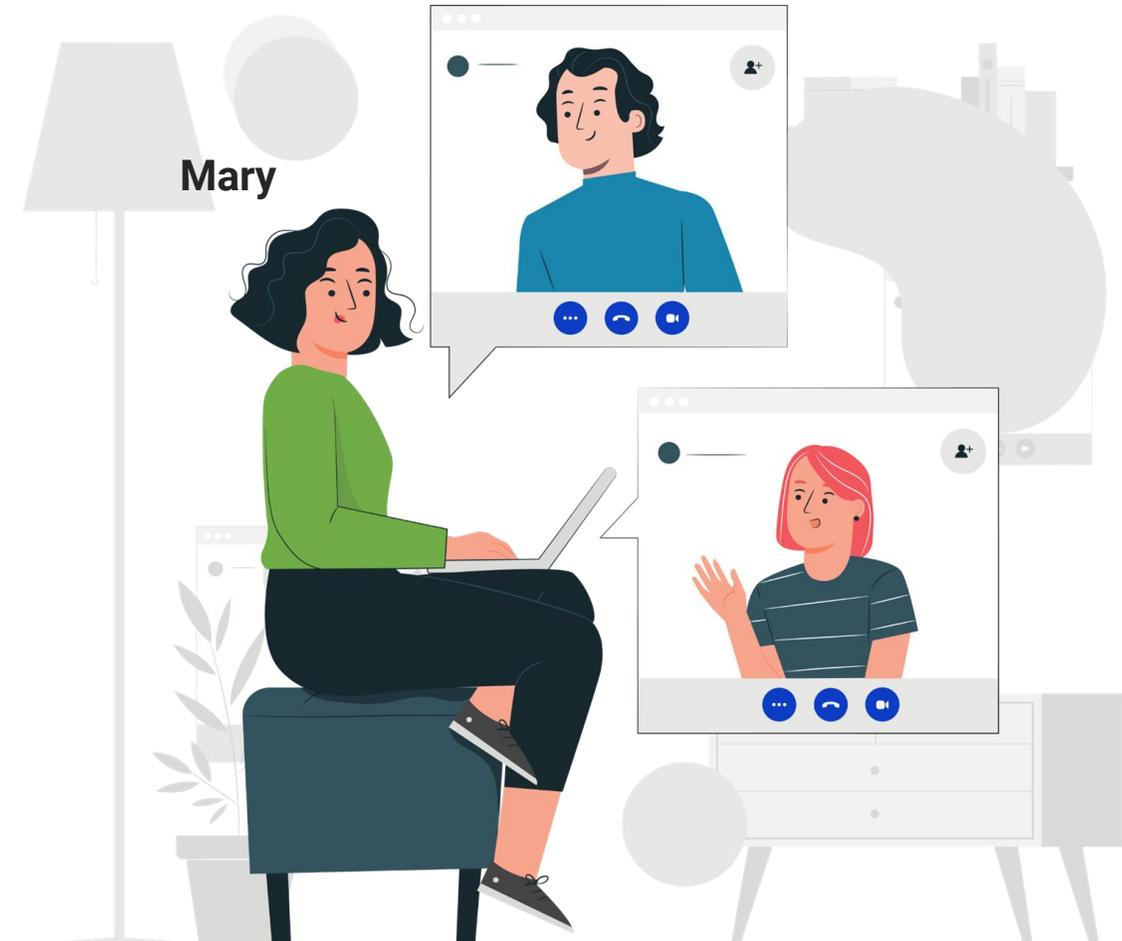
Olga



Helen



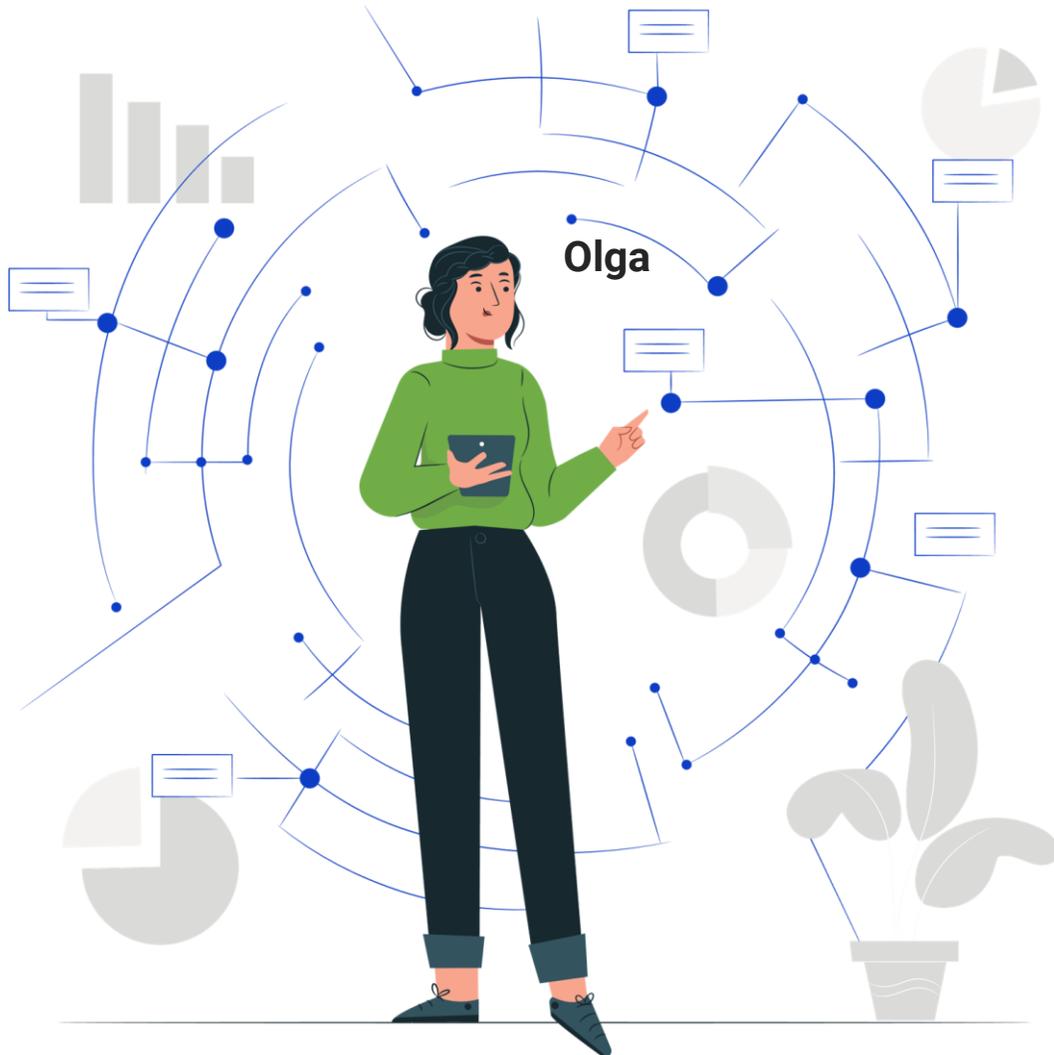
Case 1. Onboarding Remote Employees



Current onboarding process:

- Office tour
- Welcome presentation on the company's history, mission, and values
- New hire organically builds casual relationships over lunch and water cooler conversations
- Colleagues could answer basic questions (e.g., What is the dress code? Where do employees tend to eat?)

Case 2. Chain stores



Current onboarding process:

- Multiple offices in different cities
- One HR is responsible for employee onboarding across multiple locations
- Onboarding process left to local managers
- All onboarding materials stored in a shared folder

Case 3. Fast-growing company



Current onboarding process:

- One multifunctional HR specialist
- Have no formal onboarding program

ZBot — employee onboarding chatbot



🚀 **Speed up time to new hire productivity.** With remote employees spread over different locations, everyone must have access to the same essential information and tools to do their jobs efficiently.

📊 **Reduce the workload** for HRs and managers **and save time** for new employees.

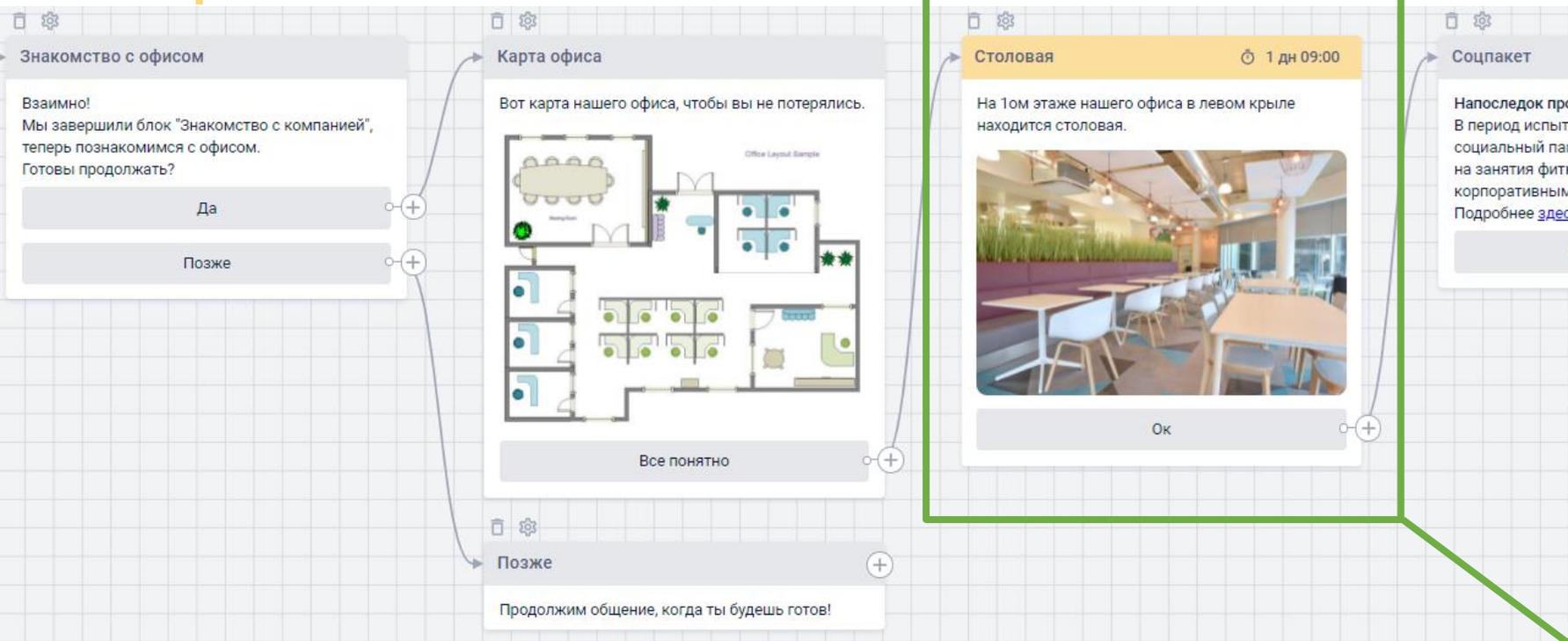
👍 **Simplify feedback gathering via chatbot.** The interactive survey is more pleasant and interesting for the newcomers.

How it works?

01

Build an interactive onboarding program

HR starts by designing the perfect onboarding process with our built-in template and by filling FAQ section.



Пауза вкл

Столовая

Отправить это сообщение через

1 дней

в (часов)

09:00

Название блока

Столовая

Текст сообщения

На 1ом этаже нашего офиса в левом крыле находится столовая.



В опрос нельзя добавить картинку

Кнопка 1

Ok

Переход к блоку

+ Добавить кнопку

Сохранить

How it works?

02

Onboard new employees

ZBot automatically delivers to new employees onboarding information. Share the link to give newcomers access to chat with the bot.

/start

Welcome on board! I will help you to get to know our company better.
Are you ready to start?

Yes

How many employees does our company have?

300+

You're right!

Today we have more than **2700** employees working together. Every day we have the new members joining our family and beginning their extraordinary experience with us.

How it works?

03

Instant support for employees

The chatbot accompanies the newcomer through the first months at the company and acts as a mentor who is always available to answer your questions.

You're right!

Today we have more than **2700** employees working together. Every day we have the new members joining our family and beginning their extraordinary experience with us.

How do I get to the office?

We're just 15 minutes by car from downtown Vancouver and if you're driving, parking is free.

Give us your feedback! Rate the bot on a scale from 1 to 5

1★

2★

3★

4★

5★

How it works?

04

Collect feedback

ZBot will not forget to ask new employees how everything went, see if they have any questions or concerns

driving, parking is free.

Give us your feedback! Rate the bot on a scale from 1 to 5

1 ★

2 ★

3 ★

4 ★

5 ★

4 ★

Today

How did your first day go?

- 😄 Excellent
- 😊 Above Average
- 😐 Average
- 😞 Below Average
- 😞 Poor

How it works?

05

Measure onboarding effectiveness

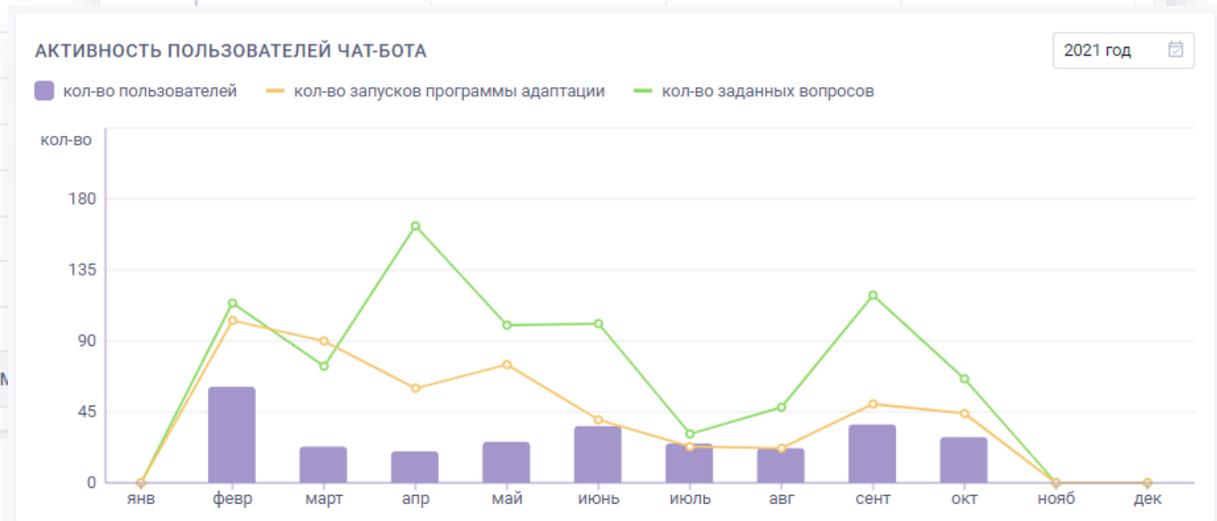
Real-time onboarding analytics to measure engagement, watch progress in the employee onboarding process, and support employees and managers that need it.

ВОПРОСЫ СОТРУДНИКОВ Только вопросы с неудовлетв. ответами

Вопрос (53)

- Кондиционер
- Маршрутка
- Могу ли я работать удалённо из дома?
- Мойка авто
- Отсутствие
- Отсутствие на работе
- Подскажите, пожалуйста, как подключиться к VPN для удалённой работы?
- Расписание шаттла
- Расскажи про спорт

Средняя удовлетворенность ответам



Why ZBot?



Simple user interface

You don't need any coding skills to get started



Security

ZBot has user account/password management system. Each employee has unique credentials (username and password)



Natural Language Processing

NLP technology better understand employee's request.
For example, "time-off" and "time off"

Results

IBA Group Remote Onboarding Experience

Since February 2021 **200+ employees** have used Zbot and have asked **500+ different questions**.

Medical clinic network onboard newcomers with a chatbot

In the first 2 months ZBot has been used by **132 employees**. It helps us organize and automate all of our internal employee requests to the IT and HR services.

ZBot helps to onboard new hires in a digital company

Before the bot was introduced, we had onboarding content in the form of a large table with links and explanations ≈ 30-40 positions. This volume, firstly, frightened employees, and secondly, it was difficult for employees to perceive and memorize information.

We chose ZBot. Onboarding through the chatbot takes approximately **7-13 hours** on average (for some managerial positions there is additional material). In 4 months, 20 people have been onboarded with the help of ZBot.



Find out more: <https://zbot.by/>

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