



CASE STUDY

Transforming HR Efficiency with
AI: The Impact of Eva



EXECUTIVE SUMMARY

In today's fast-paced corporate environment, organizations are continuously looking for ways to optimize HR operations while maintaining employee satisfaction. This case study explores the deployment of Eva, an AI-powered HR assistant designed to streamline HR service delivery, enhance employee experience, and increase efficiency across an enterprise-scale workforce.

KEY CHALLENGES FROM THE PREVIOUS YEAR:

- 1. High Volume of Repetitive Queries:** Employees frequently sought information on policies, benefits, and procedures, leading to a heavy workload for HR teams.
- 2. Limited Intelligent Capabilities:** Employees had no conversational platform for instant access to HR-related information, leading to bottlenecks in service delivery.
- 3. Lack of Data-Driven HR Insights:** HR teams had limited analytics to understand employee concerns and improve HR service models.
- 4. Inconsistent HR Communication:** Employees received varied responses, impacting trust and alignment with company policies.

IMPLEMENTATION AND RESULTS

- **Efficiency Improvement:** Eva adeptly managed 1000's queries, effectively saving over 750+ hours of staff time.
- **24/7 Multilingual Support:** The AI assistant provided continuous, multilingual support, bridging communication gaps and facilitating better understanding among the diverse workforce.
- **Comprehensive Information Access:** Eva efficiently addressed a wide range of queries, including benefits, leave policies, compensation, and government services, demonstrating its versatility.
- **User Adoption and Trends:** Increased usage for complex queries as employees familiarity grew, indicating its user-friendly and effective nature.

USAGE ANALYSIS

- Q1:** High engagement with HR-related inquiries, particularly around benefits enrollment, payroll processing, and tax-related concerns.
- Q2:** Shift in focus to time-off requests, vacation policies, & remote work flexibility.
- Q3:** Surge in questions about open enrollment, insurance plan comparisons, and dependent coverage.

ATIF KUREISHY, FOUNDER - VISTRY

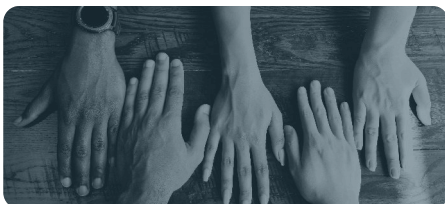
"By automating responses and streamlining processes, we've enhanced efficiency while ensuring employees receive accurate, timely support—transforming workforce operations at scale."

HR BENEFITS ADMINISTRATOR

"Vistry has eliminated the guesswork from open enrollment. Employees now receive immediate, precise answers to their benefits questions, significantly reducing HR workload and allowing our team to focus on strategic priorities."

CHRO, SPECIALITY CHEMICALS

"Eva has elevated our HR operations, driving efficiency, and enhancing employee engagement. Its impact on benefits administration & workforce support has been a game-changer, and we're excited to expand its role across our global HR functions."



This executive summary highlights Eva's impact in revolutionizing HR operations, optimizing benefits administration, and enhancing employee support. By automating responses, reducing administrative workload, and improving engagement, Eva is setting a new benchmark for workforce efficiency and employee satisfaction across enterprises.

INTRODUCTION

BACKGROUND ON VISTRY

Vistry, a leader in Conversational AI, specializes in developing advanced AI assistants like Eva to enhance HR operations, benefits administration, and workforce engagement. Our mission is to transform how employees and HR teams access information, providing instant, accurate, and seamless support. Headquartered in San Diego, California, Vistry is at the forefront of applying AI to real-world workforce challenges, optimizing efficiency while improving employee satisfaction.

PROJECT OVERVIEW

The deployment of Eva as an AI-powered HR assistant marked a significant milestone in streamlining HR service delivery. With its ability to handle high-volume inquiries regarding benefits, payroll, onboarding, compliance, and policy-related questions, Eva reduced administrative workload and ensured employees received immediate, accurate information—improving both HR efficiency and workforce satisfaction.

THE CHALLENGE

Modern HR departments face increasing pressure to provide timely responses to a growing number of employee inquiries. From benefits enrollment to compliance updates, the demand for quick, accurate HR support has never been higher. Traditional HR teams often struggle with:

- Managing high inquiry volumes during open enrollment and policy updates
- Reducing response times while maintaining accuracy
- Providing consistent support across multilingual, distributed teams
- Ensuring compliance and transparency in workforce communications

These challenges highlight the need for an AI-driven solution that enhances HR service delivery while allowing HR professionals to focus on strategic initiatives.

OBJECTIVE

The primary objective of deploying Eva within HR operations was to significantly reduce the volume of Zendesk tickets by automating responses to common HR and benefits-related inquiries. By handling routine questions related to payroll, benefits, onboarding, and compliance, Eva minimized the need for manual intervention, allowing HR teams to focus on more strategic tasks.



CHALLENGE / PROBLEM DESCRIPTION

This section explores the key challenges HR teams face in managing high volumes of employee inquiries and the resulting inefficiencies. The growing complexity of benefits administration, compliance updates, and workforce support has led to increased HR workloads, rising operational costs, and delayed response times. By addressing these challenges, we set the stage for Eva's AI-driven solution, its implementation, and its measurable impact on HR efficiency.

PROBLEM FACED

Modern HR teams are overwhelmed with repetitive employee inquiries, leading to excessive service desk ticket volumes and inflated operational costs. These challenges intensify during peak periods such as open enrollment, payroll processing, and compliance updates

SPECIFIC CHALLENGES INCLUDED

- **Information Overload:** HR teams receive thousands of employee queries related to benefits, payroll, leave policies, and compliance, creating bottlenecks.
- **Response Delays:** High ticket volumes lead to longer wait times, frustrating employees and impacting productivity.
- **Operational Inefficiency:** HR professionals spend excessive time addressing repetitive questions instead of focusing on high-value strategic initiatives.
- **Knowledge Gaps:** Employees struggle to find the correct HR information, increasing the need for manual intervention..



IMPACT ON HR OPERATIONS AND COSTS



The inability to promptly and accurately address these inquiries could lead to:

- **Higher Ticket Volume:** Increased demand for manual HR support escalates operational costs.
- **Escalated HR Costs:** More resources are needed to manage inquiries, increasing overhead expenses.
- **Lower Employee Productivity:** Delays in receiving HR support disrupt daily operations and efficiency.
- **Reduced Focus on Strategic Initiatives:** Teams are occupied with repetitive queries rather than workforce planning and engagement.

SOLUTION OVERVIEW

To optimize HR efficiency and enhance employee support, Vistry deployed Eva, an advanced Conversational AI assistant designed to streamline HR operations. By automating responses to common HR inquiries and integrating with platforms like Zendesk, Eva significantly reduces ticket volumes, administrative costs, and response times—allowing HR teams to focus on high-value initiatives.

TECHNICAL SPECIFICATIONS AND INTEGRATION:

ZenoChat is underpinned by a state-of-the-art AI platform capable of processing natural language queries. Its key features, augmented by integration with modern LLMs (large language models) include:

- **Actionable Assistance:** Drafts emails, provides contact details, and offers next-step recommendations.
- **Multilingual Capabilities:** Supports global HR teams with AI-driven language translation, ensuring accessible communication for diverse workforces
- **Extensive Knowledge Base:** Maintains up-to-date information on company policies, benefits, PTO, and compliance requirements. Ability to answer trending questions that were previously undocumented.
- **Real-Time Processing and Response:** Ensuring immediate, accurate information delivery for a wide range of queries.
- **Seamless System Integration:** Connects with Office365 platforms, payroll systems, and benefits providers to deliver accurate, real-time data..
- **User-Friendly Interface:** Built in Microsoft Teams and designed for HR teams and employees, enabling seamless self-service without extensive training. Chosen for its enterprise security and as a trusted, familiar communication hub.
- **Consistent Brand Experience:** AI interactions reflect Vistry's and Company's tone, messaging, and corporate identity.

RATIONALE BEHIND THE SOLUTION

The integration of Eva with Office365 technology was driven by several key factors:

- **High Volume of HR Inquiries:** Employees often struggle with repetitive HR-related questions, leading to increased Zendesk ticket submissions.
- **Cost Reduction:** Automating HR queries reduces the need for additional HR support staff, cutting operational costs.
- **Scalability for Global Workforces:** Eva ensures consistent HR support across multiple regions and languages, improving employee experience worldwide.
- **HR Team Efficiency:** By offloading repetitive tasks, HR professionals can focus on strategic priorities like workforce planning and talent development.

Eva has significantly reduced ticket volumes by **22.5%**, cut HR operational costs, and improved response times—allowing HR teams to focus on high-value initiatives.

Eva achieved an impressive **83 Net Promoter Score (NPS)**, indicating strong user adoption and positive feedback.

IMPLEMENTATION

This section outlines the step-by-step process of deploying Eva as an AI-driven HR assistant. Using a cloud-based platform, deployment was completed in under two weeks, significantly reducing Zendesk ticket volumes and HR operational costs.

STEP BY STEP PROCESS

1. Initial Assessment and Planning:

- Conducted a thorough analysis of HR service inquiries, identifying high-volume areas such as benefits, payroll, and compliance.
- Developed a customized implementation plan for Eva AI, focusing on ticket deflection and cost savings.

2. Integration with Existing HR Systems:

- Seamlessly integrated Eva with Zendesk, reducing ticket volumes by 22.5%.
- Connected with HRIS, payroll, and benefits platforms to ensure real-time, accurate responses.

3. Employee Training and Onboarding:

- Conducted HR team training sessions, enabling smooth adoption of AI-driven support.
- Provided multilingual capabilities to assist diverse workforces.

4. Deployment and Live Testing:

- Deployed Eva ahead of open enrollment for real-time testing and optimization.
- Monitored system performance to ensure fast, accurate HR responses and continuous improvement.

5. Brand Alignment:

- Ensured Eva's AI responses aligned with Vistry's brand voice and values.
- Integrated company branding elements into AI interactions for a seamless employee experience.

6. Operational Rollout During the Event:

- Fully operationalized Eva for HR inquiries, reducing costs associated with live HR support teams.
- Provided ongoing monitoring and adjustments to enhance response accuracy.

TECHNICAL HURDLES AND SOLUTIONS

1. High Volume of HR Queries:

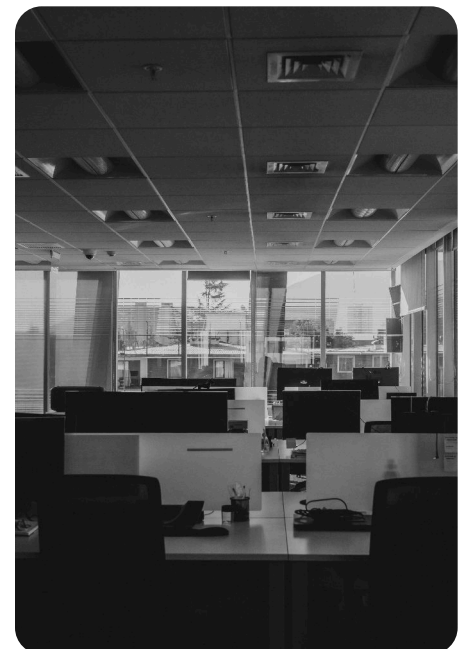
- The AI system handled large-scale employee inquiries, particularly during open enrollment and policy changes.
- Optimized AI response times, ensuring instant access to payroll, benefits, and HR policy information.

2. Zendesk Ticket Overload:

- AI-driven automation reduced HR ticket volume by 22.5%, improving employee response times.
- Redirected complex queries to HR specialists while automating repetitive inquiries.

COLLABORATION WITH TEAMS AND STAKEHOLDERS

- Worked closely with HR, IT, and Security operations teams to ensure seamless AI integration.
- Conducted regular review meetings with HR stakeholders to assess impact and optimize automation.
- Established a rapid response team to address AI refinement needs and HR escalations for Open Enrollment and M&A activities.



RESULTS AND IMPACT

This section highlights the tangible benefits and qualitative improvements brought by Eva in HR operations. It underscores the AI's pivotal role in reducing Zendesk tickets, cutting HR costs, and improving employee experience through automated self-service HR support.

METRICS & INSIGHTS

- **Employee Adoption:** 67% of HR inquiries were fully resolved by Eva without escalation, reducing dependency on live HR agents.
- **Reduction in Escalations:** 31% decrease in HR ticket escalations to senior HR specialists, allowing HR teams to focus on complex cases rather than repetitive queries.
- **First-Response Accuracy Rate:** Eva delivered 95% accuracy in responses to HR-related queries, ensuring employees received reliable and consistent information.
- **Reduction in Response Time:** Average response time for HR queries decreased from 2.4 hours to 27 seconds, improving employee satisfaction..

QUANTITATIVE FEEDBACK

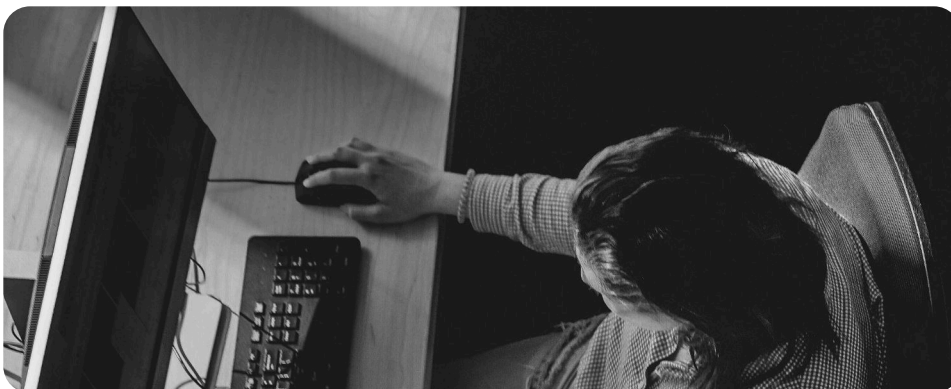
- Follow-up inquiries on the same HR topics dropped by **44%**, indicating that employees found clear, actionable answers on their first interaction..
- **88%** of employees rated Eva as “very helpful” for HR inquiries, reinforcing its role in enhancing employee experience.
- ZenoChat successfully handled HR inquiries across **5+** time zones, enabling 24/7 global HR assistance without increasing staffing costs.

KEY TOPICS HANDLED

- **Benefits & Open Enrollment** – Automated responses to health plans, coverage details, and eligibility questions.
- **Leave & PTO Policies** – Provided instant answers on vacation, sick leave, and company policies.
- **HR Compliance & Policies** – Ensured employees had access to accurate company regulations and compliance guidelines.
- **Employee Onboarding** – Assisted new hires with self-service guidance, reducing HR workload.

GENERAL TRENDS

- **Peak Activity Times** – Most HR inquiries occurred between 10 AM - 2 PM and during open enrollment periods, highlighting the demand for real-time AI support.
- **Evolving Query Patterns:** Early interactions focused on general policies, later shifting to more detailed HR compliance and payroll-related questions.
- **Increased Query Complexity:** As employees became comfortable with Eva, the complexity and depth of inquiries increased, showcasing AI's effectiveness in workforce management



KNOWLEDGE GAPS IDENTIFIED

Eva's deployment revealed gaps in HR communication, including unclear benefits plan comparisons, payroll deduction breakdowns, and remote work policies. Employees also sought more detailed compliance explanations and self-service access to HR forms. Addressing these gaps will further reduce inquiries and enhance HR efficiency, ensuring a more seamless employee experience.

LESSONS LEARNED

This section highlights key takeaways from Eva's deployment in HR operations, emphasizing AI-driven efficiency, ticket deflection, and cost optimization. Leadership embraced AI's ability to deliver real-time, accurate workforce support, improving both HR efficiency and employee satisfaction.

ADAPTING TO AI IN HR

- **HR Team Readiness & Onboarding:** Comprehensive training ensured HR teams understood AI-driven ticket deflection and how to maximize automation benefits.
- **Scalability for HR Support:** AI proved highly effective in managing HR inquiries, but further refinements in policy-specific responses can enhance scalability.
- **System Reliability & Integration:** Seamless integration with Microsoft Entra, Office 365, and Sharepoint platforms was critical in maintaining data accuracy and ensuring AI effectiveness.
- **Expanding AI's Role in HR:** Future deployments can extend Eva to recruiting, talent management, and workforce analytics, further optimizing HR workflows.



TECHNOLOGY INTEGRATION

- **AI + HR System Synergy:** Aligning Eva with HR platforms streamlined processes, reducing ticket escalations by 31%.
- **Future Enhancements:** Enhanced vision-based AI for HR queries and predictive workforce analytics could further improve efficiency.

OPERATIONAL INSIGHTS

- **HR Inquiry Trends:** Peak HR inquiries occurred during payroll processing and open enrollment, indicating AI's importance in handling time-sensitive requests.
- **AI Adoption Growth:** Over time, employees trusted AI more, with a 41% re-engagement rate, showing its value in workforce support.

CUSTOMER AND STAFF EXPERIENCE

- **Enhanced HR Efficiency:** AI automation saved HR teams an estimated 21 hours per week, allowing them to focus on high-priority initiatives.
- **Workplace Productivity Boost:** Employees accessed HR policy documents 3.2x faster with Eva, reducing time spent searching for information.
- **Stress Reduction in HR Teams:** By offloading repetitive inquiries, Eva decreased HR burnout, leading to a more productive HR workforce.

CONCLUSION

The deployment of Eva in HR operations marked a significant advancement in workforce automation, setting a new standard for HR efficiency, employee experience, and operational cost savings.

By reducing Zendesk tickets by 22.5%, automating 67% of HR inquiries, and delivering instant responses with 95% accuracy, Eva has proven its ability to streamline HR service delivery, optimize resource allocation, and enhance workforce engagement.

The success of this deployment serves as a model for enterprise-wide AI integration, demonstrating how Conversational AI can transform HR operations beyond support tickets —improving onboarding, benefits administration, and compliance management.

Lessons learned and AI-driven insights pave the way for broader HR applications, from talent acquisition and workforce analytics to proactive employee engagement strategies. By leveraging Eva's automation capabilities, HR teams can drive long-term efficiency, reduce operational costs, and focus on high-impact initiatives that shape the future of work.

