**SAP LEONARDO SOLUTION: HERBOT**

Your personal digital HR assistant

### Application Overview

Infrequent human resources-related tasks such as viewing and updating employee data can be time-consuming for end users not familiar with a toolset or update procedures. Organizations are looking for user-friendly digital experiences that not only save effort, but also make the process more enjoyable for end users.

Herbot is a digital HR agent that enables employees and managers to access their personal and employment information via chatbot.

### Solution

Herbot enables organizations with SAP SuccessFactors to empower their employees 24/7 through a simple and user-friendly interface, powered by artificial intelligence (AI).

The application allows users to view and update their personal details, generate letters, schedule holidays, track status of previous requests, and more.

### Business Value

The application:

- Use AI, machine learning, SAP Leonardo and robotics to create a chatbot and introduce conversational HR (option to use voice or text).
- Improved user experience; reduces the amount of time to complete HR-related tasks.
- GDPR compliant.
- Improves over time through analytics and machine learning.

### Features

- Built with SAP Leonardo and SAP Cloud Platform.
- Uses machine learning to identify common requests and approve responses over time.
- Full integration to SuccessFactors.
- Text and voice recognition.
- Scanner with Digital Document Validation and Optical Character Recognition.

### Technologies in Use

- SAP SuccessFactors
- SAP Cloud Platform
- SAP Leonardo Machine Learning Services
- Recast.AI

**Function:** Talent Management  |  **Process:** Human Resources  |  **Industry:** Cross-Industry