

# WFH Productivity Chabot

HAEA partnered with Dataflix to build a chatbot to empower enterprise collaboration during circumstances like “Stay at home”. Dataflix acted as an advisory and implementation partner supporting in building a prototype and the actual solution.

## The challenge

COVID-19 has forced the world to stay, and work from home. This un-common situation resulted in enormous questions from workforce on usage of collaboration tools & practices, WFH protocols and access controls – potentially impacting enterprise productive levels and increasing IT help desk effort / cost.

## The solution

“HALO WFH Bot” is an AI-powered digital assistant built on Google Dialogflow and Dataflix Messenger designed to help workforce with all common questions that do not require human intervention, like “VPN download”, “Who can I join an online meeting”, “WFH tips”, etc. This is a new self-serve channel with faster, friendlier, consistent and seamless experience, available 24/7.

## The results

HALO WFH Bot is level 0 support for the workforce providing instant answers to common WFH questions. This helps in improving support team’s efficiency by reducing calls & emails to support personnel – and potentially increases workforce productivity. The bot delivers better self-serve experience without human intervention, 24/7 and no wait times.

Idea to working digital assistant in a week! A complete server-less architecture with the power of Google Cloud, and seamless integration of Dialogflow agent into website using Dataflix Messenger.



About the customer

Hyundai Autoever America, LLC

Hyundai AutoEver America (HAEA) is an Information Technology services company, serving Hyundai Kia Motor Group affiliates in North America.

Industry: Automotive

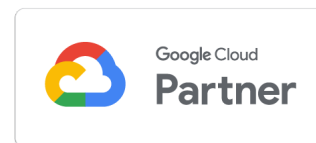
Primary project location: United States



About the partner

Dataflix Inc.

We are a Google Cloud partner empowering businesses with solutions on GCP to drive innovation and cloud transformation. More at [www.dataflix.com/gcp](http://www.dataflix.com/gcp)



## Products

Google Cloud Platform