



Single Platform with Many Solutions

Case Study: Human Resources (Chatbot Integration)

About BIRD

- A modern & agile full-stack data management platform that provides real-time access on any of your data
- Allows users to analyze the data using powerful KPI driven dashboards or through standard ANSI SQL or through augmented ML insights
- With BIRD, enterprises can build instant data pipelines with transformations, design data warehouses with logical data models
- With BIRD's in-built source connectors, all your sources like databases, ERPs, flat files, third-party cloud services, bigdata sources, streaming/IoT devices are covered
- BIRD helps in reducing BI team's efforts by 70%, with its universal data model framework & accelerators to standard sources sources
- With BIRD's augmented analytics, enterprises can now shorten the time to insights by 75%
- BIRD's cloud native architecture, now enables implementation to be 90% faster

Human Resources (Chatbot Integration)

The customer is a publicly traded company with global offices and with 70k employees. The customer is a digital transformation enabler and services company with head quarters in the USA.



The Problem

The customer with 70,000+ employees spread across globally, is not able to manage the HR requests from all of their staff, leading to higher employee attrition and dissatisfied employees. In this process, customer implemented a powerful NLP driven Chatbot (knowledge bot). But customer was lacking analytics part of the chatbot and it became the need of the hour for the customer for better decision making



The Solution

BIRD's architecture is built to perform API integration into any 3rd party application including Chatbots. The APIs were exposed to authenticate and authorize the user with right set of permissions and to execute relevant NLP queries to BIRD in realtime. BIRD's NLP capabilities were used extensively to convert English driven questions, to proper SQL queries and results were fetched in real-time to the user for better decision making and further querying into the system through the chatbot interface. Data and visualizations were dynamically served from BIRD to Chatbot.



The Results

- Cost savings due to automation of analytics without the need of human intervention.
- Real-time insights offered, better decision making for the customer through the Chatbot interface, that was used.
- As its HR related, customer was able to implement end-to-end governance into the Chatbot through powerful API driven authentication and authorization mechanism.



Thank You.

For more information
contact us at sales@birdanalytics.ai