

Seamlessly Connecting People and Information Through the Digital Workplace

A bank institution sought to implement the Workgrid AI Assistant as part of an intranet/digital workplace redesign project to create a digital destination for its employees that would seamlessly connect people and information in one unified experience. The ambition for the digital workplace was to improve employee engagement and productivity whilst also supporting streamlined business processes that make employees' work lives easier.

Challenge

Before the introduction of the AI Assistant, employees would spend precious time navigating multiple enterprise systems to find the information they needed. This laborious and time-consuming process often led to frustration and decreased productivity.

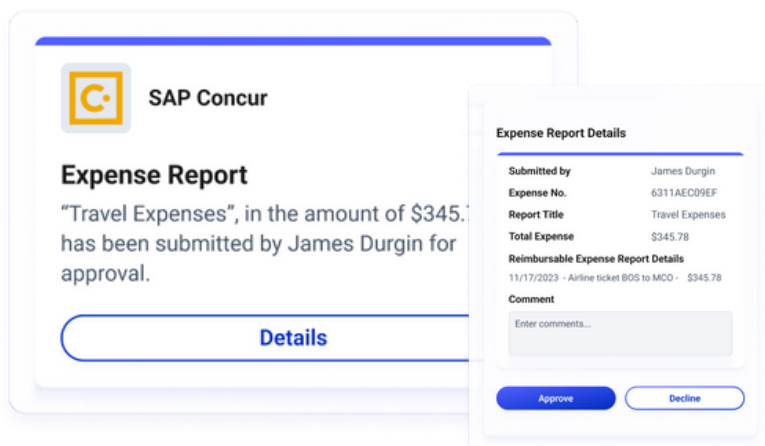
Solution

Streamlined Workflows

With the AI Assistant, employees now have the convenience of a single conversational interface that connects to various enterprise systems. By connecting the Assistant to an array of enterprise systems, employees decreased time spent switching between applications, with content surfaced from varying systems in one centralized environment.

The customer started with the following use cases to help streamline workflows:

- Concur Expense Approvals
- Concur Travel Reminders
- Custom Pay App



74% of managers

can't process approvals in just one day. It takes a vast majority of managers 2-5 days to process an approval, resulting in a significant slow-down of business processes.

Source: ["The State of Modern Employee Experience"](#)

Expense Approvals

Simplifying the steps required to complete an expense approval by surfacing tasks within the AI Assistant saved employees time by eliminating the need to log into the source system, while also nudging managers to complete approvals in a timely fashion, reducing bottlenecks and wait times for employees.

Travel Reminders

Travel Reminders helped employees prepare for upcoming travel, with details including an itinerary reminder with travel dates, booking sources, and more, as well as a nudge to bring a corporate credit card two days before the trip. By automating the workflow, the manual steps previously needed to prepare employees for their trip were reduced, resulting in time saved and a more positive employee experience ahead of travel.

Custom Pay App

Leveraging Workgrid's low-code builder the customer was able to add a custom integration for their pay app. With builder, the customer was able to configure an experience that works for them by connecting to their pay system APIs and using the drag-and-drop editor to test and deploy the experience within the AI Assistant.

Building a custom app through the AI Assistant reduces cost and development time by removing the need to invest in third-party development or extended in-house resources with traditional pro-code development.

Challenge

A common challenge faced by many organizations is ensuring that valuable information is easily accessible to employees. This customer looked to enhance their company intranet with an AI Assistant to help improve knowledge discovery across the digital workplace.

Solution

Enhanced Knowledge Discovery

With the implementation of the AI Assistant, the banking institution overcame information finding hurdles by leveraging an intuitive solution that effortlessly finds knowledge across the organization and delivers personalized responses, enabling employees to quickly resolve questions, issues, or request.

Moreover, the AI Assistant utilizes natural language processing to understand user queries and provide accurate and relevant results. This intelligent search capability has made finding information a breeze for employees, ensuring they have the right information at their fingertips when they need it most.

The customer started with the following use cases to help enhance knowledge discovery:

- Content Performance
- Q&A Trainer
- Chatbot Q&As

Content Performance

The Content Performance app provided valuable support to the customer's internal communicators. By automatically providing performance insights, the app helped inform updates and future topics, ensuring creators deliver content that was both useful and informative to employees.

Q&A Trainer

By using AI to automate discovery of new Q&As, the customer was able to maximize the impact of the Assistant by intelligently suggesting content to be added to the chatbot to enhance the employee's conversational experience.

Chatbot Q&As

Using chat helped to reduce the time spent sifting through pages of search results and documents to find what they are looking for. By using the Assistant to ask frequently asked questions such as "what are the company holidays?" or "when is benefit enrollment?" for quick answers from a single source of truth. With conversational AI technology, the Assistant is able to process requests in real-time, searching across business systems, documents, and knowledge bases to provide the best possible response.

Conversational AI Technology

Workgrid's conversational AI platform helps employees find information across systems and documents with the fusion of enterprise-grade LLMs, Retrieval Augmented Generation (RAG), and Natural Language Processing (NLP) to summarize data points across multiple sources into one cohesive answer.



What is the office Wifi?

Looks like you're in Boston. The office wifi for Boston is **RedSox225!**
For other offices, see [Office Wifi](#).



LLMs can draw on knowledge generated through, and stored within, different tools and formats, as and when the user needs it. Such interactions may tackle key challenges associated with fragmentation, by enabling users to focus on their activity rather than having to navigate tools and file stores, a behavior that can easily introduce distractions.

Source: "[Microsoft New Future of Work Report 2023](#)"



Challenge

Before the launch of the AI Assistant, the intranet had poor engagement and employees frequently did not visit the intranet.

Solution

Improved Engagement of the Communications & the Intranet

Today, the AI Assistant has transformed the organization's intranet into a digital hub for employees where they can access the AI Assistant and see the latest company news while they are there.

The Assistant also drives engagement to company communications by delivering employees personalized reading recommendations, ensuring they don't miss information that may be relevant or of interest to them.

The customer started with the following use cases to help improve intranet engagement:

- **Intranet Amplifier**
- **Reading Recommendations**

Intranet Amplifier

By leveraging the Assistant the customer was able to get more value out of the intranet. Amplifying experiences including the Birthday feature, which wishes employees a happy birthday, and the Company Events feature, which alerts employees when a new company event is added to the corporate calendar help drive traffic to the intranet.

Reading Recommendations

Implementing the Reading Recommendations app helped to reinforce employee engagement by recommending new wikis and blogs based on topics and authors employees previously engaged with.

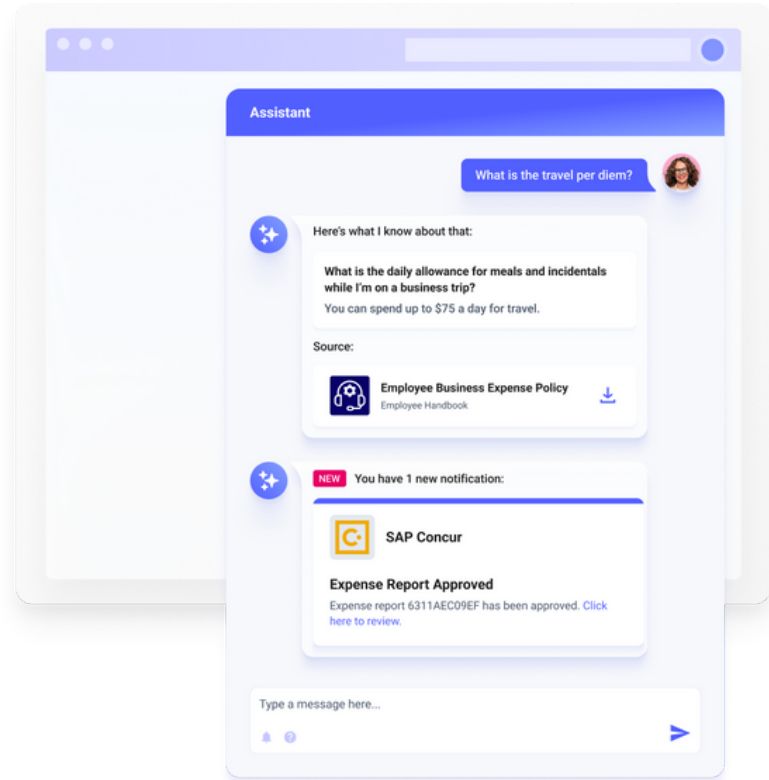
NEW

Reading Recommendations for you!

[New Years Resolutions for your Intranet](#)
 Nikki Nguyen
 A new year brings new perspectives, here are some for your intranet.

[Jurassic Park Revisited](#)
 Ian Cole
 For the dinosaur lover

[Best Shows to Watch on a Holiday Break](#)
 Linnae Selinga



Maximizing Existing Investments

Adding an AI Assistant to the digital workplace empowers leaders to deliver novel experiences that drive adoption and improve interactions with existing business systems.

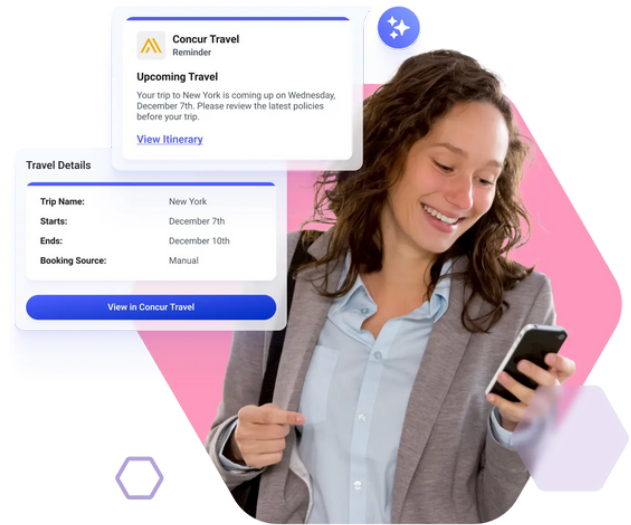
The Assistant intelligently organizes data and information from across the enterprise into a single, connected experience - right on the intranet.



97% over a 30-day period.
engagement rate

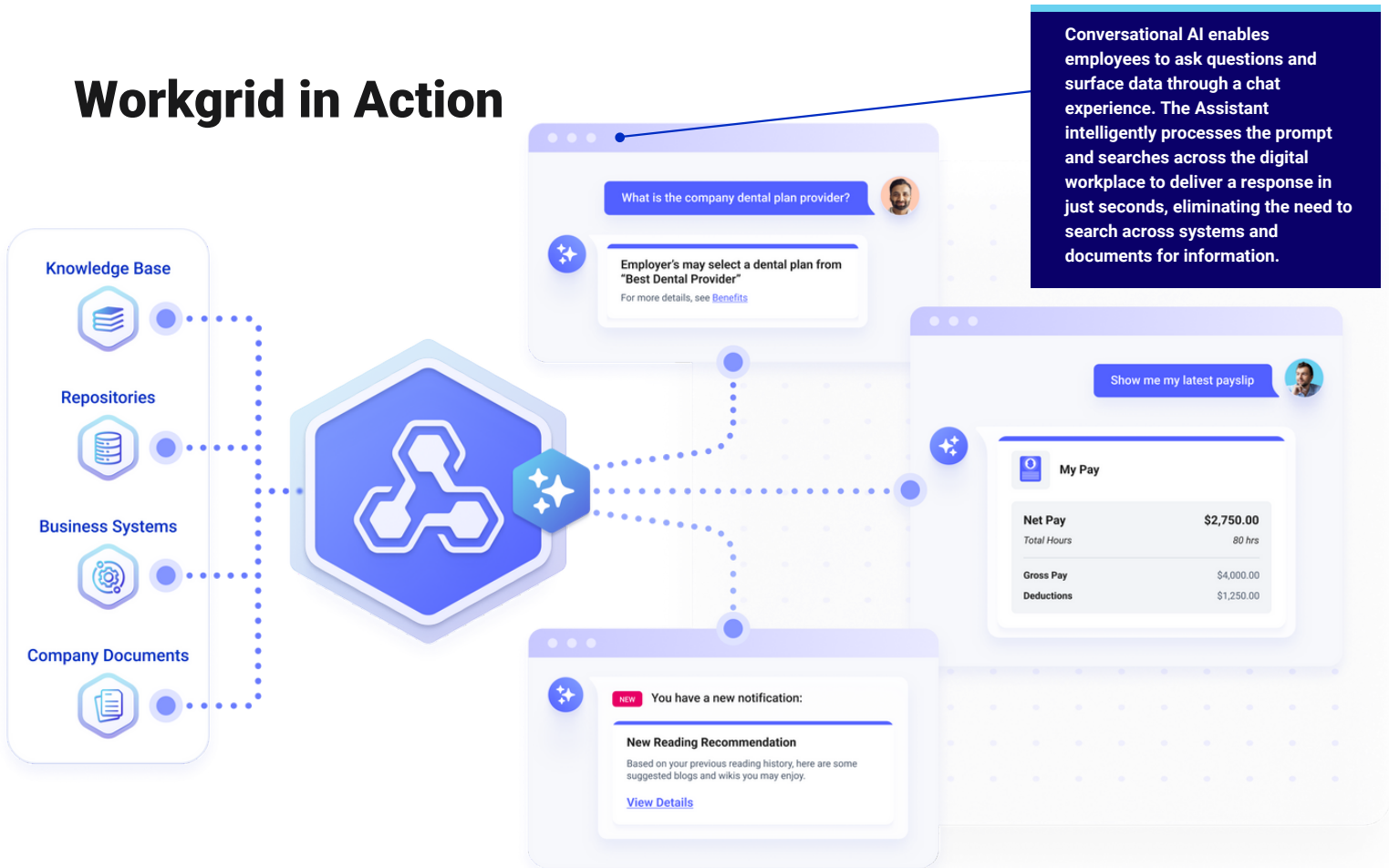
Creating positive experiences with a people-first mindset.

The successful implementation of an AI Assistant on the company intranet has proven to be a game-changer with a 97% engagement rate in a 30-day period. The simplified workflows, enhanced findability of information, and improved engagement have revolutionized the way employees work, leading to increased productivity, streamlined processes, and overall organizational success.



Workgrid abstracts the tasks and information employees need from across the enterprise, delivering it in an easy-to-consume conversational interface that simplifies the work day for employees.

Workgrid in Action



Workgrid's enterprise-grade platform allows you to build conversational AI experiences, create employee journeys, and make digital workplace apps available to employees, all designed to make accessing important information easier.

To learn more about how the
AI Assistant can support your
digital workplace
request a demo!



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