

ENHANCING SUPPORT THROUGH AN HR CHATBOT

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PURPOSE

- Improving Tier 1 Question Response time for Customers while Reducing HR Staff Workload
 - Examples of Tier 1 questions include:
 - How do you sign up for Benefits?
 - What is the difference between SCRS and ORP?
 - What do I need to do on my first day at the University?



PEOPLE INVOLVED

- **Project Sponsor:**
 - Caroline Agardy, Vice President for Human Resources
- **Project Team Members:**
 - Belinda Ogorek (Operations)
 - Stacy Lee (HRIS)
 - Ciji Tolbert (Class/Comp)
 - Teresa Limalair (Service Teams)
 - Atiya Bailey (Talent Acquisition)
 - Helen Mack (Benefits)
 - Melissa Arnold (Employee Relations)
 - Kim Pruitt (Organizational and Professional Development)
 - Amy Jumper (Division of Information Technology)



PROJECT PATH

Discovery:

- Examples of Tier 1 Questions
- Pain Points the HR ChatBot can alleviate
- Useful measures of Tier 1 Requests
- Short Demo of ChatGPT HR Chatbot for feedback
 - Troubleshooting



PROJECT PATH

Possibility:

- Review possible options (platforms) for the development of an HR ChatBot
 - During this phase it was determined we would need two platforms to serve all customers because of the access requirements



PROJECT PATH

Action-Planning:

- Develop HR ChatBot
 - ChatGPT
 - Co-Pilot
- Validate Website Data is Current and not Outdated
- Communicate to Customers



KEY IMPROVEMENTS

1. Reducing Tier 1 Question Response Time

- Immediate Responses
- Available 24/7
- Responses are updated as the website is updated – Stays up to date



KEY IMPROVEMENTS

2. Reduce Staff Workload

- Allow Staff to focus on high priority tasks and more complicated problems
- More Time to Improve Existing Processes



KEY IMPROVEMENTS

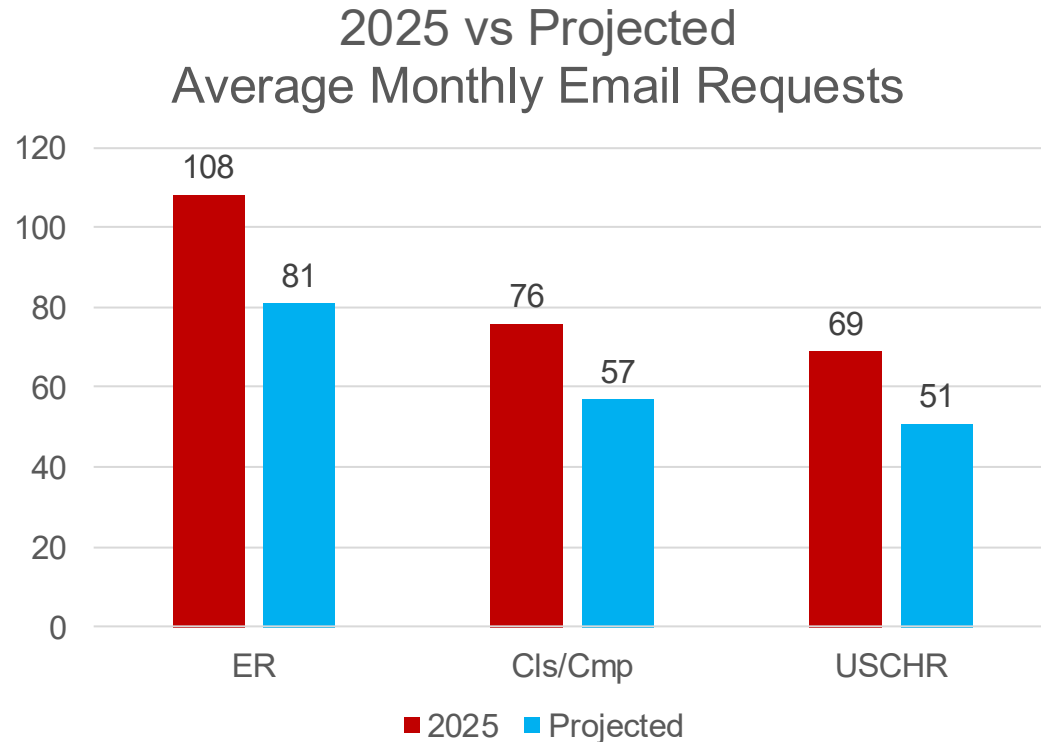
3. Improve Customer Experience

- Centralized Location for Questions
- Good First Impression for new hires

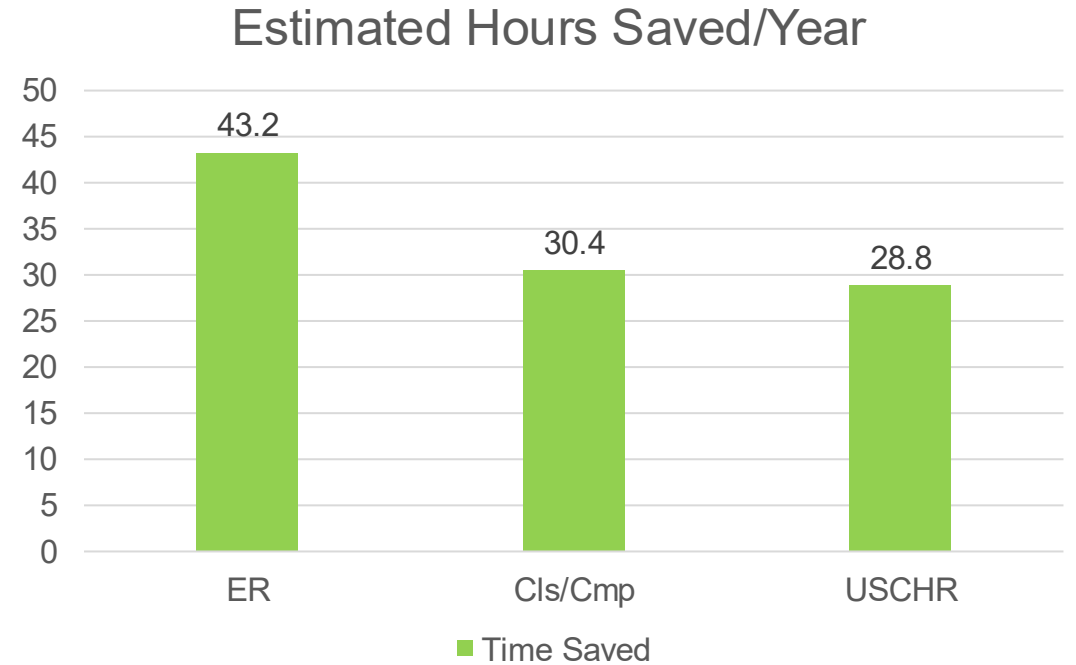


PROJECTED RESULTS

Estimated 25% Reduction in Emails Expected



Average Email Response Time is 8 Minutes



PROJECTED RESULTS

- Accurate Results from one location
- Support on the customer's schedule
- All areas of the Division will be supported
- Easy access to policies and job aids for HR Contacts
- Improved New Employee Experience



NEXT STEPS

- Complete Development of ChatGPT HR Chatbot (April 2026)
 - Test ChatGPT HR ChatBot with all areas in the Division of HR (May-June 2026)
 - Communicate to University Community
 - USC Today
 - HR Contacts List Serv
- Continue Development of Co-Pilot HR Chatbot (April-June 2026)
 - Testing (July 2026)
- Review HR Website for Outdated Content (May 2026)



REFLECTIONS

- Customer's Comfort Level with Using AI
- How has this program changed how you think about improvement?
 - Getting to the Root of a problem
 - Data, Data, Data!!



THANK YOU!

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