ARIEDGE
Transforming Ideas Into Intelligent Software

Case Study

Redefining HR Support with Autonomous AI Agents

Overview

Primary Purpose: To reduce response time and dependency on HR by implementing an AI Agent that automates query handling via email.

Target Audience: Enterprises and organizations with high-volume employee support queries—especially in HR, IT, or operations.

Technology Used: Custom-built AI Agent integrated with:
Outlook & Email Automation
NLP Models (OpenAI)
Internal Knowledge Base & HR Systems
Ticketing System (e.g., Freshdesk or Jira Service Management)

Whats Next

The next phase for the Office Assistant with Copilot will focus on integrating predictive AI features for anticipating user needs and automating more complex workflows.

About The Client

An organization with a growing workforce, facing delays in handling internal queries around policies, leave applications, and approvals.The HR team was overwhelmed with repetitive questions that limited their strategic bandwidth.

Challenge

HR teams spent hours on repetitive queries, leading to long employee wait times. The client needed an automated, scalable solution to boost efficiency and satisfaction.

Solution

Ariedge deployed a custom AI Agent that instantly reads incoming employee emails and auto-creates tagged support tickets. The agent intelligently searches the internal knowledge base to generate accurate responses.It replies to users instantly via email, ensuring minimal wait times.This automation significantly reduced manual effort and boosted overall HR efficiency.

Ai Agent

The Results

- **Zero Wait Time:** 95% of queries responded to within 10 seconds.
- **HR Bandwidth Freed:** 40% reduction in repetitive query workload.
- **24/7 Availability:** No delay, regardless of work hours or holidays
- **Employee Satisfaction Boost:** Reduced data errors by 40%.