How Oleeo simplifies HR processes

Oleeo is the world's first e-recruitment solution, currently supporting major government organizations in and around the UK with recruitment processes.

Scarsdale

London | UK

Challenges

With the huge inflow of repetitive queries coming, HR departments found it difficult to provide support while boosting productivity. Oleeo needed a solution that could automate support across these organizations.

Outcomes

Scalable support, 24/7

Oleeo designed an interactive bot. The bot answers multiple users at once, answering almost every query within seconds around the clock.

1.5x
more users handled than an agent

Reduced calls to agents

With the bot acting as the first point of contact, repetitive queries get answered by the bot thus improving agent productivity.

85%
users handled without agent support

Ease of implementation

With Prism easy and flexible conversational modeler, Oleeo was able toimplement and deploy the same solution across all the organizations.

HM Government

HOUSE OF COMMONS

Shared Human Resource Service Centre
Providing HR Services for Derbyshire & Leicestershire

BlackRock CAREERS

McKESSON

prism
digital