

A Cloud-based Chatbot for Engaged Workplace Collaborations



Harbinger helps a US enterprise enhance employee engagement with effective use of collaboration tools including a nudge-based chatbot.

About

The company was started in 2015 and has its presence across the globe. They are the market leaders in performance management software which simplifies the performance appraisal process. They have also incorporated a goal management system within the software to make it a comprehensive SaaS talent management tool.

A leading B2B marketing agency has ranked the company **#2 on the list of top 10 Velocity Brands for their employee engagement solutions and #12 in Work Technology** list.

Problem Statement

The company had implemented a Continuous Performance Management system to help employees collaborate and participate on performance, work discussions, and daily interactions. However, it created the following challenges:

- The CPM system was **only desktop based** with no mobile support for the employees.
- The platform **did not support Single Sign On**. This required the employees to type in the password time and again and was **reducing the system's usability**.
- This did not let them stay easily connected and **reduced their productivity**.

Harbinger Solution

Harbinger identified the collaboration possibilities to help **drive system adoption** keeping in mind the challenges that the existing users faced.

- As the current workforce worked remotely and was also distributed, a solution to manage this need was required.
- After a detailed research and analysis with user interface designers, usability experts, and technology architects, it was found that introducing a **cloud-based chatbot that could nudge the users**, send reminders, and **was responsive on mobile devices** was the answer.
- It was the ideal collaborative tool to function in the **new workplace settings**. This chatbot not only improved employee engagement initiatives, but also assisted in **Performance Management**, and **increased User Adoption**.

Features

- **Multiple channel support**, i.e., for Slack and custom web portal that existed
- **Extensible design to add other channels** like Facebook at Work, Microsoft Teams, WhatsApp, and Google Hangouts
- **Uniform look and feel of the chatbot** across channels for a consistent experience
- **A UX process tailored specifically for the chatbot** for enhanced user experience
- **Single Sign On (SSO)** that allowed users to easily traverse different workflows, such as goal management, feedback, and recognition. This allowed the users to perform actions seamlessly from the chatbot in sync with the existing platform.

Benefits

- **Support for popular collaboration platforms** increased usability features
- **Unified experience** for the end user using different platforms at the same time
- **Remote work features** enabled with ease for the end user
- **Intuitive controls** improved system adoption and its usage
- **Employee engagement rates improved from 16%–50%**, across customers, after six months post implementation

Wish to know more?
Connect with us:
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