

CASE STUDY



AI-Powered Assistant for HR Professionals

Challenge



A leading provider of HR training and development courses faced a pressing challenge: unlocking the potential of their extensive proprietary content library to deliver actionable insights efficiently. HR professionals needed an accessible and intuitive way to locate answers and leverage this knowledge without being bogged down by time-consuming manual searches.

Solution

To address this need, an AI-powered assistant was created using a state-of-the-art Retrieval Augmented Generation (RAG) architecture. The solution was crafted to prioritize user-centricity, precision, and scalability, integrating cutting-edge technologies:

> Conversational User Interface

A web application designed using Angular delivered a seamless and interactive experience. The intuitive interface allowed HR professionals to ask natural language questions and receive detailed, contextually relevant answers.

> Backend Orchestration with Langchain

Langchain, a versatile framework for coordinating interactions between components, ensured smooth communication among the conversational interface, the vector database, and the integrated language models.

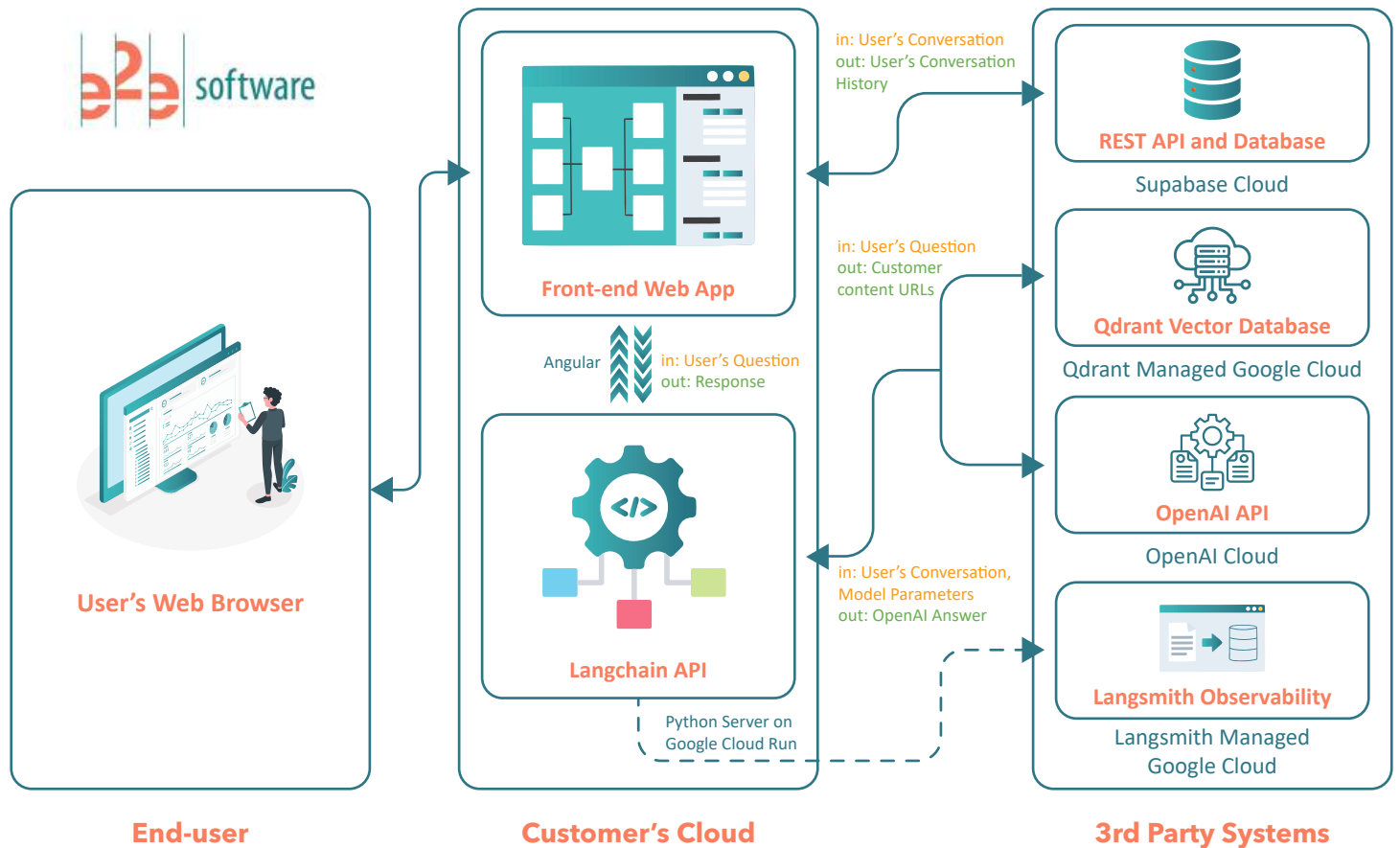
> Semantic Retrieval via Qdrant

Qdrant's high-performance vector database enabled semantic indexing and retrieval, ensuring the AI assistant could interpret the context and nuances of user queries. This technology empowered the system to fetch the most pertinent content from the organization's repository.

> Advanced Language Models

OpenAI's large language models (LLMs) were utilized to process retrieved content and generate comprehensive, user-tailored responses. However, LLMs can hallucinate. This problem was addressed by grounding the system into the customer's proprietary content assets. This greatly reduced the hallucination problem, ensuring accuracy and reliability.

The Architecture



Benefits

The deployment of the AI assistant transformed how HR professionals interacted with and utilized their content resources:

- > Instant Access to Knowledge**
HR professionals could effortlessly tap into the organization's vast knowledge base, drastically reducing time spent searching for information.
- > Streamlined Workflows**
The integration of semantic search and conversational capabilities simplified the retrieval process, enhancing operational efficiency.
- > Personalized Learning Experience**
By adapting responses to individual queries, the assistant provided a tailored, relevant learning journey for each user.
- > Improved Content Discoverability**
The semantic retrieval system uncovered hidden insights, making valuable yet overlooked content accessible.

Outcome

The AI-powered assistant became a cornerstone of the company's value proposition, empowering HR professionals with the tools needed to make informed decisions and drive organizational success. By seamlessly blending advanced AI with user-centric design and grounding the system in proprietary content to minimize hallucination, the solution redefined accessibility and usability in the HR domain.





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