

Make key moments count in the employee Absence Journey



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Hidden costs of inefficient Absence management



High claim processing costs

Complex claim processes and unclear terminology result in incorrect absence/claim selections, increased claim volume, and processing delays.



Low customer self-service adoption

Limited self-service absence/claim management features hinder customer efficiency and lead to customer dissatisfaction.



Inefficient intake process

Lack of clear eligibility checks and ambiguous absence reasons result in avoidable absence/claim submissions and processing delays.



Delayed claim processing

Insufficient upfront communication on required documentation causes delays and necessitates follow-up actions.

Transforming Absence management with AI-powered efficiency



Automated claim intake

AI-powered assistant streamlines employee absence/claim submission, gathering complete and accurate information via conversational interface.



Data validation & grounding (responsible AI)

Uses LLMs and embeddings to verify customer-provided information against internal data sources, minimizing errors and fraud.



Real-time eligibility check

Instantly assesses eligibility based on customer data providing immediate feedback.



Dynamic document management

Intelligently identifies and requests necessary supporting documents based on the absence reason, validating uploaded files and storing them securely in cloud storage.

Unlocking significant ROI and enhanced customer experience

- **Reduced operational costs:**
Minimized absence/claim errors and rework lead to significant reductions in operational effort and associated costs.
- **Improved absence/claim accuracy & efficiency:**
AI-powered chat improves absence/claim accuracy and streamlines the process, resulting in faster processing times and enhanced employee/agent experience.
- **Lower call center volume:**
The self-service chat functionality reduces the number of calls to the call center, lowering costs and improving agent productivity and customer satisfaction.
- **Faster adaptability to change:**
The system quickly adapts to new absence/claim categories (e.g., states) ensuring ongoing accuracy and efficiency.

Absence Journey



Meet Jane

Jane, a Director at ABC Software company, is originally from San Diego where she has been working for the past 10 years.

She is expecting a child with an estimated delivery date of October 1, 2024. Jane plans to take a leave of absence for the birth of her child and to facilitate bonding with her newborn.

She intends to utilize this leave for two months following the delivery date.

Her absence will begin on October 1, 2024, and her return-to-work date is set for December 1, 2024. Her last day of work before her leave will be September 30, 2024.

1 Absence Intake – AI agent

Jane sign on to Self Service portal to file an absence and provide required details.



Initiate Absence Submission – Jane interacts with the AI agent to provide the details to file an absence in natural language.



Gather Absence Information – AI agent engages with Jane in a natural conversation to collect the Reason for Absence, Absence Start Date, Absence End date and other required details.

2 Eligibility validation

AI agent validates the eligibility and summarizes the absence details



Eligibility Validation – AI agent validates the eligibility of Jane using employee data from the Cloud SQL database



Absence Summary– AI agent summarizes the absence information and provides eligibility confirmation along with a claim number. In case of eligibility for absence, the AI agent provides list of required documents to be uploaded as per the absence reason.

3 Upload and validate required documents

AI agent facilitates to upload multiple documents.



Upload Documents – Jane uploads required documents using the document upload feature in the AI agent.



Documents Validation– AI agent The assistant validates the document's content and requests a re-upload if the document is invalid.

4 Claim summary

AI agent summarizes the claim details after document validation.



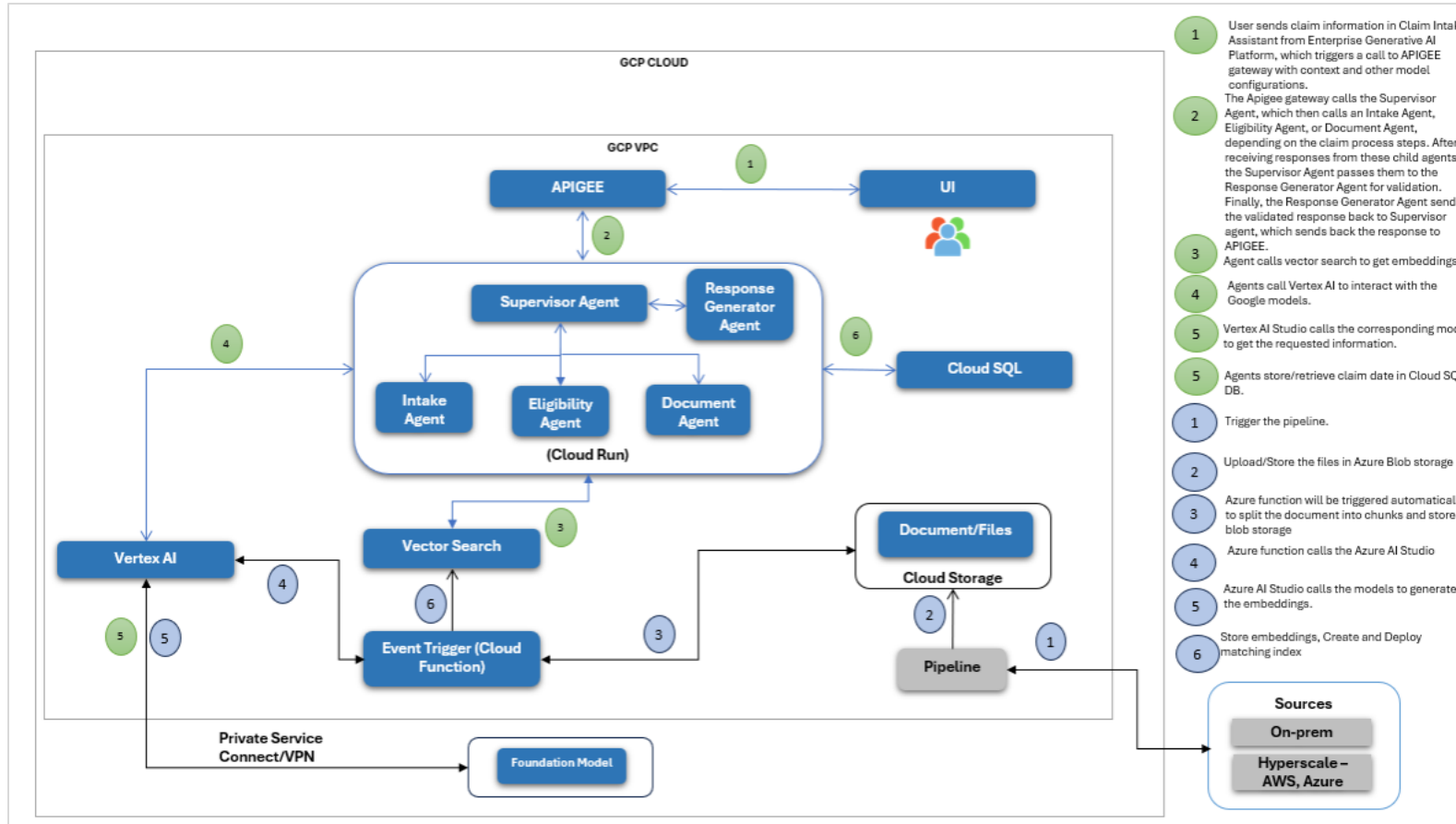
Claim Summary – AI agent summarizes the overall claim details after receiving all the required valid documents.

Experience enablers

Enhanced intake submission quality – Elevate the accuracy of claim submissions, minimizing errors and rework, resulting in reduced operational efforts.

Improved Claimant Experience– Provides an efficient and smoother experience for claimants by using natural language chat assistants.

Technology Solution Architecture



Technology used

- Python
- LangChain Framework
- React JS/Next JS
- Google Cloud Services – Vertex AI, Cloud Run, APIGEE, Cloud Function, Cloud Storage

Thank you

Presenter's name will go here

Contact information will go here

Projected Timeline

Key Activities	W1	W2	W3	W4	W5	W6	W7	W8
Design	Active	Active						
Infra Setup	Active	Active						
Development			Active	Active	Active	Active		
Testing						Active	Active	Active

Key capabilities

1

Enhanced intake submission quality:

Elevate the accuracy of claim submissions. This will minimize errors and rework, resulting in reduced operational efforts.

2

Improved Claimant Experience:

Natural language chat assistants provide an efficient and smoother experience for claimants, reducing call center volume.

3

Cost Savings & Revenue Optimization:

Maximize operational efficiency and minimize claim processing costs, ultimately driving profitability.

4

Reduced Processing Time:

Achieve a projected 20% reduction in claim intake and processing time, leading to increased efficiency and faster resolution for claimants.