

How Oleo simplifies HR processes



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



Challenges

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

Outcomes

Scalable support, 24/7

Oleo 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, Oleo was able to implement 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

