HRACUITY®

Meet olivER, Your 24/7 AI-Powered Employee Relations Companion

olivER, your AI-powered companion from HR Acuity, is designed to increase your efficiency, simplify case analysis, and enhance your decision-making capabilities by leveraging facts from your employee relations and investigation data and best practice content from HR Acuity. More than just an assistant, olivER stands as your steadfast partner in navigating the intricacies of HR and ER, offering unwavering support whenever you require it.

olivER enables you to access a wealth of best practices, employee relations research, valuable content and resources, and product support documents.

olivER securely analyzes case info, offers actionable insights, and automates tasks such generating interview questions and surfacing case information, introducing a new level of efficiency, transparency, and intelligence.

Best Practices *at Your Fingertips*

Dive into a wealth of best practices, research, valuable content and resources to help you navigate the intricacies of HR and ER. Get started in seconds with pre-defined prompts to help you get AI-powered answers for all your pressing ER and investigations questions.

What is the most effective way to manage high case volume?

List suggestions for employees on diversity and inclusion training. Keep it short.

Write me a short sample letter for an employee involved in a harassment case.

Support When You *Need It*

Get immediate answers to your support queries, as olivER is trained on all of HR Acuity's product support documentation and knowledge base articles.

How do I add a company policy document to HR Acuity?

How do I generate a new custom chart in HR Acuity's new analytics suite?

How do I message an employee who submitted an anonymous report about an issue?

Ask Questions About *Your Data*

Engage with your case information conversationally, making data analysis as easy as chatting with your best friend.

Can you show me a list with the top 5 case owners by case duration?

List top 10 case locations by case count and list average case duration.

Create a pie chart to show the top 10 case status by category. Make it green.

Surface Case Information
Automatically compile case details, employee history and more, saving you valuable time.

Generate a Case Timeline
Easily create a comprehensive timeline of events for any investigation or employee issue.

Generate Findings
Utilize AI to collate facts after you've conducted your interviews and completed all steps in the investigation, aiding in quicker decision-making. Remember, final conclusions are always human driven.

Our Product Philosophy Around Artificial Intelligence

When considering the integration of AI in the HR Acuity platform, our focus is on enhancing the effectiveness and proactivity of ER teams. Over the past eighteen months, AI technology has advanced significantly, prompting us to adopt a responsible approach to its application.

Our use of AI aims to automate the administrative and tactical aspects of investigations while ensuring the critical human elements are preserved. Discussions about increasing efficiencies and speeding up processes are common, yet we understand that quicker isn't always better in investigations. We strive to support ER professionals in becoming more proactive, in part by eliminating inefficiencies. Employee relations thrives on human connections, which we prioritize by building trust with employees — a bond that could be easily damaged by misusing AI.

AI cannot replace the human element. Empathy, intuition, and interaction remain irreplaceable in employee relations.

While investigators excel in curiosity, asking pertinent questions, and drawing conclusions — elements we don't aim to replace — AI can assist with tactical tasks such as data summarization, mining, and bias detection. The core qualities of a good investigator include empathy, curiosity, judgment, credibility, and context — which simply cannot be replicated by AI.
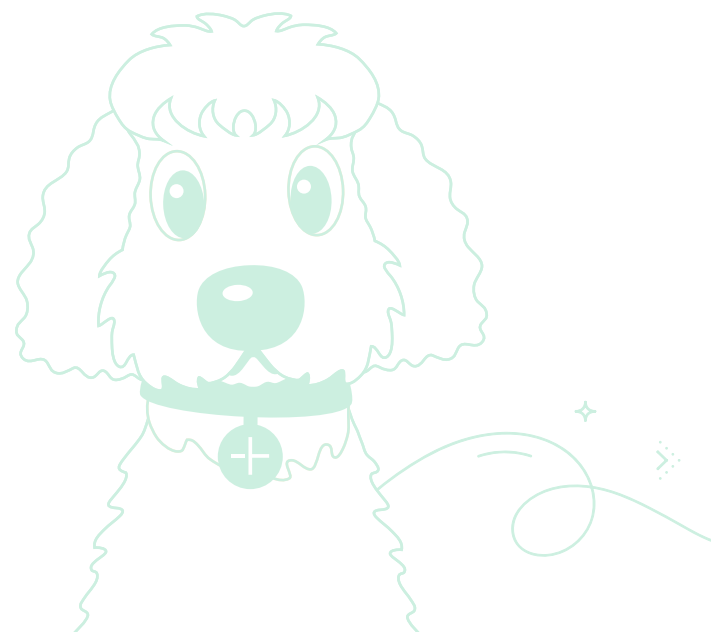
Mitigating Bias

We are keenly aware of the inherent biases within AI and are cautious in our application to ensure bias is not introduced.

> Our use of AI stops short of drawing conclusions from investigation findings, focusing instead on **presenting factual summaries.**

This method prevents the potential misinterpretations that can arise from AI recognizing patterns that a human investigator would understand as out of context or nuanced.

Our discussions with legal and employment counsel experts continually address these concerns, particularly how bias can emerge during investigations and the importance of not exacerbating said bias with AI.

For example, we avoid incorporating personal demographic information such as pronouns, ethnicity, race, or gender into AI-generated summaries to prevent the introduction of bias. We are carefully crafting our instruction set and prompts to yield the most accurate results from AI inputs.

Our AI Practices

We are committed to utilizing the most advanced and reliable AI technology and practices in our operations. Our technology ecosystem integrates OpenAI products, ensuring our AI-driven solutions are powered by the leading edge in artificial intelligence. Importantly, our content and best practices are meticulously curated by HR Acuity, derived solely from verified and reliable sources.

Our AI technology is designed with integrity and security at its core — it does not crawl the internet to gather best practices content, nor does it use customer data for training purposes. This approach ensures the utmost in accuracy and trustworthiness in the solutions we provide.

Is olivER Generative Artificial Intelligence (GenAI)?

Yes, Generative AI is used to deliver the most relevant answers from our thought leadership and support documentation. In addition, Generative AI analyzes data to provide precise answers specific to the data.

How do I get access to olivER?

You can access olivER throughout HR Acuity's leading ER cases and investigations platform. For more information, please **request a demo**.

What best practice content does olivER include?

olivER includes thousands of pages from our ever-growing library of content including best practices from HR Acuity's annual benchmark studies, our blogs, expert webinars, thought leaders' materials, templates and knowledge base documents.

How is olivER different from other AI tools?

Our AI is different from other AI tools because our use of AI stops short of drawing conclusions from investigation findings, focusing instead on presenting factual summaries. olivER is used to enhance what investigators already do well, not replace. We are carefully building an instruction set to mitigate bias — For example, we avoid incorporating personal demographic information such as pronouns, ethnicity, race or gender into AI-generated summaries to prevent the introduction of bias. Our AI does not crawl the internet to gather best practices content, nor does it use customer data for training purposes. This approach ensures the utmost in accuracy and trustworthiness in the solutions we provide.

How secure is olivER?

All AI data will be safeguarded under the same stringent security protocols that govern all data in HR Acuity. This ensures continuity in our commitment to data protection. olivER does not crawl the internet to gather best practice content, nor does it use customer data for training purposes.

HR Acuity is the only technology platform specifically built for employee relations and investigations management, helping organizations protect their reputations and build better workplaces. We empower customers with built-in intelligence, templates and reporting so they can equitably and appropriately manage employee relations issues; uncover trends and patterns through forward-looking data and analytics; and provide trusted, consistent experiences for their people.

Welcome to the *next generation* of employee relations.

HRACUITY®

hracuity.com | info@hracuity.com