OpenText Aviator

Use case scenarios: HR operations

opentext™

HR operations made simple

Why it's hard today

- Too many manual, repetitive HR tasks
- Not enough self-service options
- People don't know where to find HR info
- HR teams struggle to scale without increasing costs
- Help desks are complex and slow to evolve

Powered by OpenText

- **OpenText™ Service Management Aviator™**
- **OpenText™ Content Aviator™**

Wins for everyone

- **Employees:** Get instant answers, no waiting or ticketing.
- **HR team:** Cut ticket volume, scale without adding headcount.
- **IT team:** Deliver smarter services with low-code tools.

The big payoffs

▶ **Reduce HR workloads**
Cut down repetitive questions and tickets so HR teams can focus on strategic work.

▶ **Drive self-service adoption**
Create intuitive, AI-powered experiences that employees actually want to use.

▶ **Eliminate policy guesswork**
Clarify benefits and processes so employees make informed decisions the first time.

Let's get started...

Talent acquisition
Access collection of job postings to recommend courses based on job description.

Onboarding
Get a step-by-step action plan for your first 30 days.

Procurement specialist
Extract key terms from contracts, generate audit-ready records.

Compensation and payroll
Help employees understand deductions.

Learning and development
Recommend courses based career development plans.

Company benefits
Get benefit package summaries based on region, job level, and employment type.

Explore HR scenarios

Understanding fitness program reimbursement

I'm an employee, and I'm ready to crush my fitness goals.
I need to know about the gym reimbursement. Got the gist, the forms, and the steps to claim in seconds. Zero email ping-pong, just straight to the treadmill.

Let's go

Vacation policy help

I'm an employee, and I need to know how much time off I've got so that I can take a much-needed vacation. Instant answer. No hunting, no waiting. Now I'm one step closer to out-of-office.

Let's go

Find top candidates faster

I'm a hiring manager. I need help to quickly uncover insights from across various documents and folders containing resumes and other job reference materials to assist me in finding the best candidates suited for a new role.

Let's go

Get clear answers about fitness reimbursement
I'm an employee looking for details on my company's fitness reimbursement.

1 Know what counts

Sample prompt: "What is covered under the fitness reimbursement program?"

Impact: Quickly see if your gym, classes, or gear qualify before you swipe your card.

2 Max your benefits

Sample prompt: "How much can I get reimbursed and how often?"

Impact: Find out how much you can claim and how often, so you don't leave money on the mat.

3 Submit it the right way

Sample prompt: "What documents do I need to submit for reimbursement?"

Impact: Skip the guesswork and get paid faster by uploading exactly what's needed.

4 Avoid time-off surprises

Sample prompt: "Where and how do I file my reimbursement request?"

Impact: Follow the steps to file with confidence and get your reimbursement.

5 Beast mode: Activated

Get fast, accurate answers and direct links to supporting HR policies—no ticket, no wait.

See it in action!

Instantly answer HR questions with AI-powered self-service

Unlock the possibilities:

- **Resolve HR inquiries** instantly instead of in 24–48 hours.

- **Cut HR ticket volume** by up to 60% thanks to AI-driven self-service.

- **Boost satisfaction and adoption** with happier users and up to 70% self-service uptake.

- **Scale HR operations** without adding headcount.

Get to know your vacation benefits

I'm an employee and want to understand my vacation benefits.

1 Get the lay of the land

Sample prompt: "How many vacation days do I get?"

Impact: Get the big picture fast so you can plan your getaway without guessing.

2 Use what you've earned

Sample prompt: "Do my vacation days carryover?"

Impact: Know exactly what you've earned and don't let a single day slip away.

3 Book with confidence

Sample prompt: "What's the process for requesting vacation time, and how far in advance do I need to submit it?"

Impact: Avoid the back-and-forth and lock in your time off with confidence.

4 Avoid time-off surprises

Sample prompt: "Are there any blackout periods when vacation cannot be taken?"

Impact: Steer clear of no-go dates and make sure your PTO plans stick.

5 Beast mode: Activated

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Find top candidates faster

I'm a hiring manager looking for the best candidate across resumes and job aids.

1 Kick off the search

Sample prompt: "Summarize the job description document for the role of product manager."

Impact: Start strong. Know exactly what the role needs before diving into resumes.

2 Match the right resumes

Sample prompt: "Which of the following resumes best match the product manager role?"

Action: OpenText Aviator identifies Sarah Green and Franz Schmidt as top matches and surfaces their resumes.

Impact: Skip the sorting and focus on the best-fit candidates.

3 Spot the standout

Sample prompt: "Summarize each candidate's reference letter."

Impact: See who shines—side-by-side summaries make comparisons easy.

4 Make the call

Sample prompt: "Based on the reference letter, qualifications, and policy alignment, who's the best fit?"

Impact: Confident decisions, less bias.

5 Send the decision up

Get fast, accurate answers and direct links to supporting HR policies— no ticket, no wait.

Go play now!

Quickly uncover insights from cross-document review

Unlock the possibilities:

- **Cut research time** by up to 70% using natural language queries.

- **Improve decision accuracy** by comparing candidate data in context.

- **Accelerate hiring cycles** with concise summaries and clear next-step recommendations.

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Limitless