

Meet Grant Intraday Automation Reimagined

Make your next recruit a chatbot for optimized employee self-service

Who is Grant?

“Hi, I’m Grant the chatbot. I will be your personal assistant to help your organization achieve a better working experience for all.”



Grant is an intelligent bot that leverages Microsoft’s bot technology to deliver better self-service experiences for employees, a more streamlined process for internal communication, and intraday operations that are both flexible and efficient.

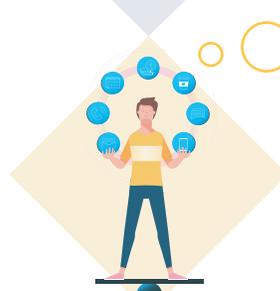
Empower your employees and optimize your operations with AI-driven bot technology

Explore how Grant helps improve Teleopti customers’ lives



MANAGER:

“My focus is ensuring our customers are satisfied and our costs are low. It’s hard to do that when struggling with high attrition and low engagement”



WFM PLANNER:

“I don’t have an easy way to notify people quickly when we’re overstaffed and time off is available. I’m always seen as the bad guy when it comes to employee requests.”



EMPLOYEE:

“I don’t have enough vacation accrued to take a few hours off. I feel trapped with so little flexibility. Other people get to leave early or work overtime, why don’t I get the same opportunity?”

My goal is to help employees feel empowered while at the same time helping the contact center close any staffing gaps. Let’s see how I can help!



Life with Grant



Work-life Balance: Grant will let employees know when they can get voluntary time off or earn extra money by working overtime. Grant automatically handles these requests if the employee accepts, giving them more freedom, more easily.



Intraday Automation: Based on staffing levels, Grant will provide each employee with individual request suggestions, suited to their particular employee profile and schedule. The WFM team and organization can achieve more flexible intraday planning with lower staffing costs.



Customer Experience: Grant helps companies meet customers in the right place, at the right time, with the right people who feel empowered with more freedom in their working day.