

OpenText Aviator

Use case scenarios: HR operations



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
- Compliance and audit readiness issues



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 headcount, and secure doc management.
- **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

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.

Information Management:

Find employee documents faster for well-informed audits.

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



Locate and share local parental leave policies

I'm an HR pro wrangling SAP SuccessFactors, and I need parental leave policies across regions—fast. With AI, I've got instant summaries, eligibility checks, and ready-to-share responses. No policy scavenger hunt, just consistent answers in any language, any time.

Let's go



Gather HR information for an audit

I'm an HR admin on audit duty, and I need employee records at my fingertips. With AI, the right docs pop up instantly, details get summarized, risks flagged, and compliance-ready reports land in my lap. Fewer errors, less time, and way less stress.

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.

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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.

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.

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.

5 Send the decision up

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

3 Spot the standout

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

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

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.

Locate and share local parental leave policies

I'm an HR professional using SAP® SuccessFactors® to respond to an employee inquiry.

1 Pin down the right policy

Sample prompt: "Summarize the parental leave policy for Germany in English, including leave duration, eligibility, and paid/unpaid terms."

Impact: Get a clear policy summary at your fingertips.

4 Reply without rework

Sample prompt: "Generate an email response summarizing the policy in French, with relevant attachments."

Impact: Drafted communications, ready to send.

2 Translate with ease

Sample prompt: "Translate the original document into French."

Impact: Instant translations, ready to share.

5 HR answers for anywhere!

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

3 Confirm eligibility fast

Sample prompt: "Locate employee-specific eligibility criteria based on employee ID 320584 (assigned to Germany)."

Impact: Confident eligibility checks in seconds.

AI gets cross-regional HR information and translates policies fast synced with SAP.

Unlock the possibilities:

- **Deliver faster answers** to cut resolution time and boost HR accuracy.
- **Translate policies** into local languages and close more localized cases.
- **Resolve leave requests** on first contact to reduce follow-ups and speed employee service.
- **Provide consistent HR guidance** at scale with personalized answers through AI-powered search.

Gather HR information for an audit

I'm an HR administrator trying to find all the related employee documents.

1 Zero in on what matters

Sample prompt: "Find documents related to employees in a specific role, Product Manager."

Impact: Relevant documents surfaced instantly.

2 Filter the essentials

Sample prompt: "Filter to only NDA documents."

Impact: Narrowed results—just the files you need.

3 Summarize at lightspeed

Sample prompt: "Find NDA docs from a specific date range and summarize."

Impact: Quick summaries highlight only policy-relevant details.

4 Share compliance insights

Action: Shared compliance analysis document with OpenText Content Aviator.

Sample prompt: "Summarize this compliance analysis and draft an email to share the results with the audit team in France."

Impact: Clear compliance summary, ready to share.

5 Spot the risks early

Sample prompt: "Find applicable company HR policies and analyze the policies for any compliance risks."

Impact: Risks flagged and mapped into a proactive plan.

6 Audit accelerated!

Fast-track HR audits –Find employee documents instantly, reduce compliance risks, and cut resources needed to complete it.

AI delivers faster information required for internal HR audits.

Unlock the possibilities:

- **Find employee documents faster** – Make well-informed audit decisions.
- **Mitigate HR compliance errors** – As well as eliminating risks.
- **Improve average time** – To complete internal HR audit.
- **Lower number of staff** – Required to complete HR audit.



 **Limitless**