



PHILIP MORRIS INTERNATIONAL



PMI SERVICE CENTER EUROPE

UnclePhil Chatbot - taking the robot out of the human

Looking for efficiency gain through removing “robotic” tasks from our HR supporting teams related to answering repetitive questions and improving employee experience.

UnclePhil chatbot elevates employee experience through providing instant and relevant responses to most common questions.

PMI SERVICE CENTER EUROPE

TIME EFFICIENCY

150 hrs/monthly

Time gained
by supporting teams

SATISFACTION EMPLOYEES' EXPERIENCE

Instant response

Employees receiving instant
response to their questions

PEOPLE REMOVED REPETITIVE TASKS

1500 questions/month

Focus on more complex
and analytical tasks

Chatbot helped to gain time efficiency of HR supporting teams and improved satisfaction of employees from received service.

The team

