Research Article

Enhancing HR Efficiency with an AI Search Assistant: Integrating ChatGPT Enterprise and Box

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ABSTRACT

As technology continues to integrate into our daily lives, corporate organizations are increasingly adopting Artificial Intelligence (AI) solutions, particularly in the context of remote and hybrid workforces and the ongoing impacts of the global pandemic. While investments typically prioritize profit-generating areas, back-office functions like Human Resources (HR) often receive less attention. Despite being part of back-office operations, HR is crucial in formulating and implementing company policies and supporting employees. This article explores the potential of using ChatGPT Enterprise and BOX to develop an efficient AI assistant tailored for the HR team. By integrating these technologies, organizations can enhance the efficiency and effectiveness of their HR operations, ensuring that even traditionally lower-priority functions benefit from innovative support in a modern, tech-driven corporate environment.

Keywords: Artificial Integration, ChatGPT Enterprise, BOX, Back-Office Operations, AI Assistant

1. Introduction

The Human Resources (HR) department is a crucial function in any company, responsible for multiple duties such as Talent Management, Compensation & Benefits, HR Compliance, and Workplace Safety. Additionally, HR is tasked with caring for the organization's most valuable asset: its employees. To effectively and promptly fulfill these duties, it is essential to support the HR team with appropriate tools and applications.

HR professionals use various systems and tools like Human Capital Management (HCM) applications, Applicant Tracking Systems (ATS), and learning tools to perform their functions. To streamline their workflow and reduce dependency on HR support, creating Quick Reference Guides (QRGs) for different functionalities within these systems is vital. These QRGs can serve as handy references, allowing HR team members to quickly[1,7] resolve doubts or clarify processes without delays. Organizing these QRGs into a user-friendly, AI-assisted tool[1,7] can significantly enhance their accessibility and usability, empowering the HR team to operate more efficiently and effectively.

2. Problem Statement

The HR team uses multiple tools to support various organization-wide functions, and most companies designate a support team to assist them. This support team helps the HR team with any issues they encounter and creates Quick Reference Guides (QRGs) to address system features and functionality-related questions. Typically, organizations use document management tools like "BOX" or "Microsoft SharePoint" to store and organize these reference guides. However, as the volume of documents increases, it becomes challenging to search for and access relevant documents, leading to wasted time for the HR team.

An AI assistant tool that enables the HR team[1,7] to search and access these documents using keywords would be an efficient solution. However, since organizations often prioritize profit-making functions when deciding on AI investments, obtaining an AI solution from the market can be difficult. Developing a solution using existing tools available within the company, such as BOX and ChatGPT Enterprise, would be an ideal approach for better document management.

3. Solution

3.1. ChatGPT enterprise

ChatGPT Enterprise, an offering from OpenAI, provides enterprise-grade security, privacy, data analysis capabilities, and longer context windows for processing more extended inputs[3]. This solution offers organizations numerous options for creating custom solutions by integrating or connecting with existing applications within the firm. Developers can create new GPTs by specifying necessary details to connect to the BOX application using APIs, including Name, Description, Instructions, Actions, and Schema. This flexibility allows for tailored AI solutions that meet specific organizational needs and enhance operational efficiency[3].

3.2. Box.com -content management

Box is a cloud-based content management system used to store files in an online folder system, offering a variety of features such as collaboration, security, analytics, and more. It includes functionalities such as Metadata and Custom Tags, which enforce uniformity, reduce errors, accelerate data entry, and enable advanced searches[4-6]. These features ensure that the data is well-organized and easily accessible, promoting efficiency in data management[4-6].

By integrating Box with ChatGPT Enterprise, organizations can create a custom AI assistant for the HR team. This AI assistant would leverage the capabilities of both platforms to streamline the search for reference guides, significantly reducing the time spent finding relevant documents. The AI assistant can understand and process natural language queries, making it easier for HR team members to find the information they need without extensive searching. This integration not only enhances the efficiency of the HR team but also improves overall productivity by allowing them to focus on more strategic tasks rather than spending time on document retrieval.

3.3. Integrate Box.com with ChatGPT enterprise

Developers can create a new GPT called "Lookup Reference Guides" in ChatGPT Enterprise and configure it to connect to the "Workday Reference Guides" folder in Box to create an AI search assistant for the HR team.

The following figures illustrate the details of the GPT, Box folders, and its configuration to integrate both systems:
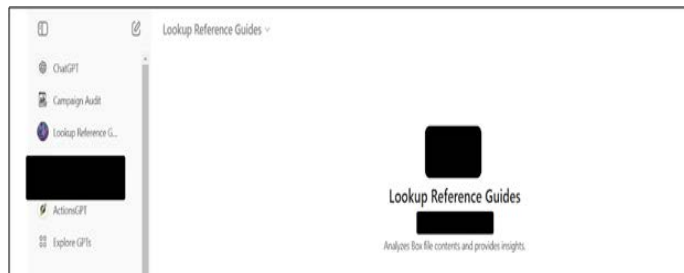

Figure 1: Showing the GPT "Lookup Reference Guides" for the HR team.

Integrating Box with ChatGPT Enterprise provides an efficient solution for managing and accessing HR documents, enhancing operational efficiency, and streamlining the workflow for HR teams.
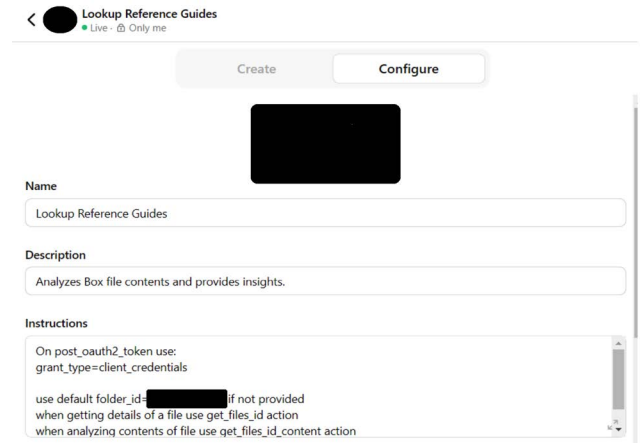

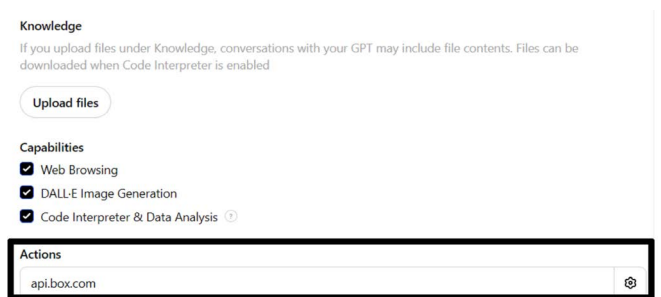**Figure 2**: Displays the "Instructions" with a pointer to the default folder in Box.

Figure 3: 'Action' Configuration for connection to Box.
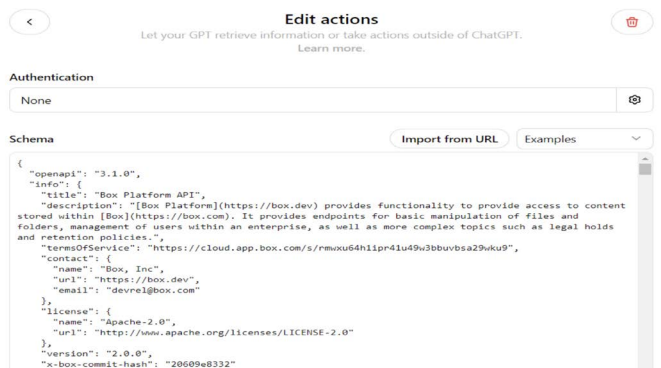

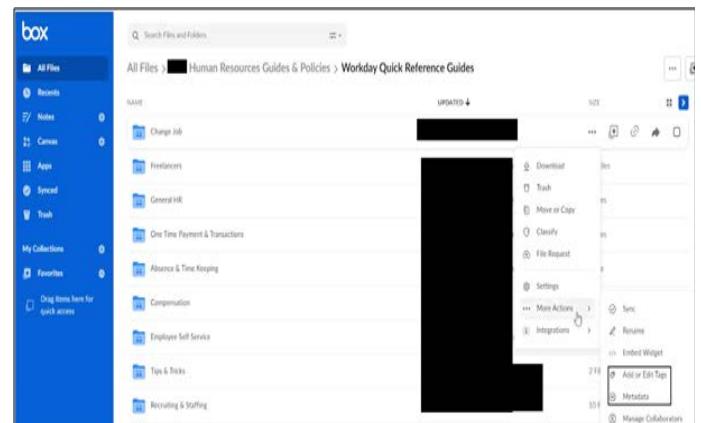**Figure 4**: Schema configuration for connection to Box.

Figure 5: Options for creating tags and metadata in Box folder configuration[4,5].

4. Impact

The integration of Box with ChatGPT Enterprise to create a custom AI Search Assistant has a profound impact on the HR team by significantly reducing the time spent navigating through Box folders to find reference guides. Leveraging Box's metadata and tags functionality enhances search capabilities, allowing HR staff to efficiently search using natural language keywords[4-6]. As ChatGPT Enterprise learns from usage, it becomes more adept at understanding HR queries, further improving search accuracy over time. This AI-assisted tool not only streamlines document retrieval processes but also alleviates the support team's workload by enabling HR to independently locate needed information. Overall, the integration enhances operational efficiency within HR, empowering the team to focus on strategic initiatives rather than administrative tasks.

5. Conclusion

- **Improved Efficiency**: Integrating ChatGPT Enterprise with Box enhances HR operations by significantly reducing time spent searching for reference guides, thus streamlining document management.

- **Enhanced Search Capabilities**: The AI search assistant leverages Box's metadata and tags, allowing HR staff to conduct efficient searches using natural language queries.

- **Continuous Learning**: ChatGPT Enterprise improves its understanding of HR queries over time, increasing search accuracy and effectiveness.

- **Reduced Workload**: The AI tool alleviates the support team's burden by enabling HR to independently find necessary information, reducing reliance on support staff.

- **Strategic Focus**: By automating document retrieval, the integration allows HR teams to concentrate on strategic tasks and contribute more effectively to organizational goals.

6. References

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