

# Chat Bot – Chat GPT Case Studies

# Chat Bot for Employee Handbook



**Background** A Pharma technology company sought to enhance their quality management process by leveraging their vast collection of standard operating procedures (SOPs). With a significant library of SOPs loaded into their QMS, they aimed to explore innovative solutions that could optimize knowledge sharing and quick retrieval of information for their employees.

**Challenge** The challenge was to develop an efficient system that could effectively utilize the QMS data to provide accurate and timely responses to employee inquiries. The company needed a solution that would not only streamline their quality management process but also improve employee productivity and reduce errors.

**Solution** We developed a groundbreaking ChatBot powered by chatGPT technology. The ChatBot was trained using the extensive collection of SOPs stored within the QMS system. By leveraging this valuable resource, the ChatBot became a virtual assistant capable of answering employee queries, providing instant guidance, and offering insights based on the company's quality management process.

**Result** The ChatBot utilized the QMS system data to deliver precise and consistent answers, ensuring adherence to standard procedures and minimizing errors. Additionally, the ChatBot served as a comprehensive training tool, offering real-time guidance and continuous learning opportunities for employees across all levels of the organization.