paillor

Enterprise Knowledge Search ⊕ Saas Automation ⊕ Help Desk ⊕ Devices

Instant Employee Support at Work

Paillor facilitates seamless integration of your knowledge base, helpdesk, and more than 100 applications, empowering employees to resolve issues directly within the app through advanced automation tailored to your environment.

🎫 Submit Ticket

👥 Access policies

🔓 Unlock account

➕ More

Emily Johnson
Employee

Paillor 08:05 AM
Hi! 👋 😊 I'm Paillor, your IT assistant. How can I help you today?

Paillor For IT

Key Features

The Unified Platform: Approach offers a rich, swift, and user-friendly IT support solution for tasks that are urgent but not complex.

Enterprise Knowledge Search: Integrates with your articles, policies, Confluence, SharePoint, Zendesk, and more, providing instant answers to employees.

The inbuilt ticketing system: Equipped with an AI-powered virtual assistant, enables efficient ticket management and automation.

SaaS automation: Connects with over 100 integrations, allowing you to create more than 10,000 actions with an easy-to-use drag-and-drop interface.

Omnichannel support: Consolidates IT self-service into a single point of contact, ensuring seamless connectivity across various channels.

Onboarding/Offboarding: Has never been easier with Paillor, enabling you to create accounts, assign licenses, remove profiles, add groups, and more, with minimal effort.

> **Paillor is a generative AI platform aimed at improving employee support processes.** It utilizes conversational AI and machine learning to understand employee needs and efficiently address workplace issues. By automating resolution steps, Paillor eliminates the need for resource-intensive projects.
>
> Employees can interact with Paillor using everyday language within familiar tools, receiving immediate solutions. This allows support teams to focus on strategic initiatives while keeping employees productive.

When — End User Ask For : I need zoom account

If — Sales Department

Then — Send Approval
Create Account
Assigne License
Send E-Mail

Alexa 11:30 AM
I'm working remotely today. How can I configure my VPN?"

Paillor 11:31 AM
I've browsed our knowledge repository, and here's the most relevant guide I found for you:

VPN Installation Guide:
Your MacOS VPN is under: GlobalProtect VPN

Simply double-tap to start the installation. Once done, initiate GlobalProtect and link up to vpn.acmeco.com using your Okta login credentials.
Dive deeper with the full guide. →

Does it help you?

Yes | Get Help | Cancel

"It's hard to believe we have reduced IT support costs by 38% in the first three months with Paillor. "My top three priorities for supporting our workforce are enabling support teams to focus on high-value tasks, equipping them with intelligence to make better decisions, and delivering the best experience to our employees. **Paillor is unique in its ability to help us achieve all three."**

- David Buffan, CTO, Spiky AI

Empower teams with automated tasks – your copilot for streamlined productivity

Paillor integrates AI globally for impactful operations. Manage tickets, access info, automate processes seamlessly in your corporate chat, supporting 100+ languages.

Alexa 15:00 PM
How should address harassment or discrimination in the workplace?

Mason 02:05 AM
Hello, 👋 I would like to request a vacation leave from 07-09.11.2023 . I can make arrangements to cover my work during this period.

Paillor
HR AsistBot

Emma Davis
HR Manager

AI

Paillor For HR

Manager Approvals & Updates: HR Assist simplifies approval processes and keeps employees informed about updates on their requests.

Benefits Management: Uncomplicate employee benefits. HR Assist brings all benefits under a single umbrella and supports your workforce with contextual and relevant information.
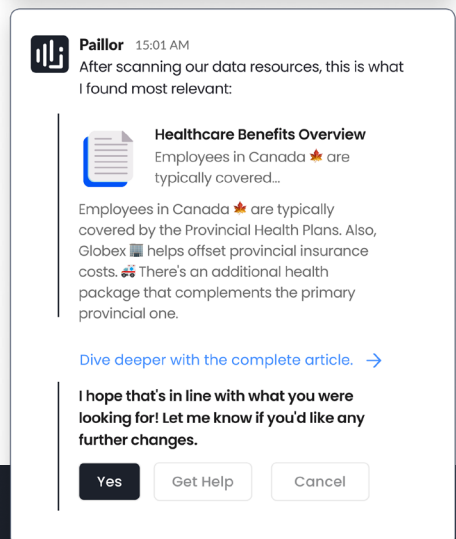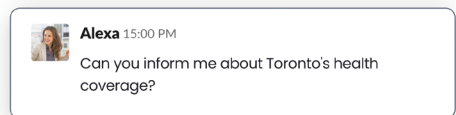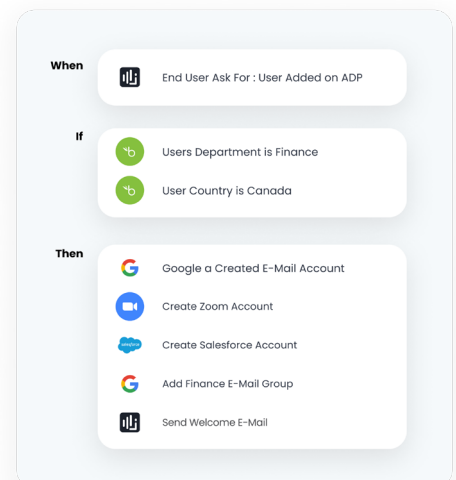
Bot Intelligence: Help employees plan and manage their time off smartly. HR Assist prompts employees with intelligent suggestions right at the time of applying.

Payroll Management: Put your payroll on autopilot. HR Assist gives employees instant on-demand access to their payslips, deductions, investments, insurance, and retirement information conversationally.

Happy End Users : HR Assist introduces conversational AI, allowing users to effortlessly address issues or submit new requests through simple conversations.

Realize ROI: Automate up to 85% of traditional HR workloads, increase efficiencies, improve employee satisfaction, and exponentially deliver the best employee experience for your workforce.

Continuous HR Support: Transform HR services within your organization by preemptively resolving queries about everything from benefits to time off, significantly enhancing operational efficiency.

When   End User Ask For : User Added on ADP

If   Users Department is Finance
         User Country is Canada

Then   Google a Created E-Mail Account
           Create Zoom Account
           Create Salesforce Account
           Add Finance E-Mail Group
           Send Welcome E-Mail

Alexa 15:00 PM
Can you inform me about Toronto's health coverage?

Paillor 15:01 AM
After scanning our data resources, this is what I found most relevant:

Healthcare Benefits Overview
Employees in Canada 🍁 are typically covered...

Employees in Canada 🍁 are typically covered by the Provincial Health Plans. Also, Globex 🏢 helps offset provincial insurance costs. 🏥 There's an additional health package that complements the primary provincial one.

Dive deeper with the complete article. →

I hope that's in line with what you were looking for! Let me know if you'd like any further changes.

Yes   Get Help   Cancel

Benefits

- 4x improvement in employee satisfaction

The Domain-Trained virtual assistant understands HR or IT context and concepts out-of-the-box, supporting your employees with ease in over 10,000+ use cases tailored to your needs.

-45% reduction in call volume

Paillor's innovative virtual assistant enables collaboration to occur naturally. Serving as the first point of contact, the virtual assistant allows your HR or IT staff to concentrate on high-value tasks and business priorities.

-85% reduction in Level 1 support inquiries

Automation has never been easier with Paillor's drag-and-drop functionality, featuring ready-to-use cases tailored to every type of business need with "When", "If", and "Then" conditions.

paillor

Instant support with AI

48%
Reduced compliance issues since using Paillor

1MIN
Avarage employee Onboarding&Offboaridng process

7SEC
Avarage time to fully resolve issues at Spiky

When
- End User Ask For : Add me marketing Group
- End User Ask For : add me marketing Group
- Account Suspended
- User Created
- User Removed
- User added to Group
- Users Departments Changes
- Users without Assigned Licenses

If
- Users is Suspended
- Admin Type
- User's City
- User E-Mail
- Users Title

Then
- Create User
- Add To Channel
- Assigne Licence
- Delete File
- Create a trigger
- Create Group
- Add Team Member
- Ask Question
- Delete User
- Suspend User
- Create User
- Remove Devices from User
- Change File Editors To Viewers
- Remove License
- Enable User
- Deactivate Devices
- Send E-Mail

Our Technology

Hand-in-hand collaboration

The copilot dynamically interacts with users, mirroring the kind of nuanced conversation they'd expect from a live agent, and building a collaborative bridge between employees and their copilot that accelerates work.

Human-like reasoning

The copilot autonomously thinks ahead, makes plans, and chooses the best answer while having a complete understanding of your entire suite of business systems and context.

Grounded in factuality

A proprietary, fine-tuned fact checking model instills confidence in answers by validating outputs with the citations used to create it and evaluating how close the output aligns to the original query.

Built for scale

With robust ML operations and a modular, plugin design, it's easy to continuously add use cases while preserving the business logic and permissions critical to enterprise workflows.

Use cases

AI-powered employee support (up and running in weeks)
- Automate ticket lifecycle
- Fix account issues
- Provision software
- Streamline onboarding
- Update benefits

Accelerated service improvement
- View experience by persona
- Identify priority projects
- See knowledge gaps
- Generate needed content
- Send targeted messages

Universally accessible content and data
- Troubleshoot questions
- Handle payroll inquiries
- Answer security FAQs
- Get how-to instructions
- Search unstructured data

Enterprise workflows extended with conversational AI
- Look up data in any system
- Send proactive alerts
- Update information in systems
- Simplify existing processes
- Schedule follow-up actions
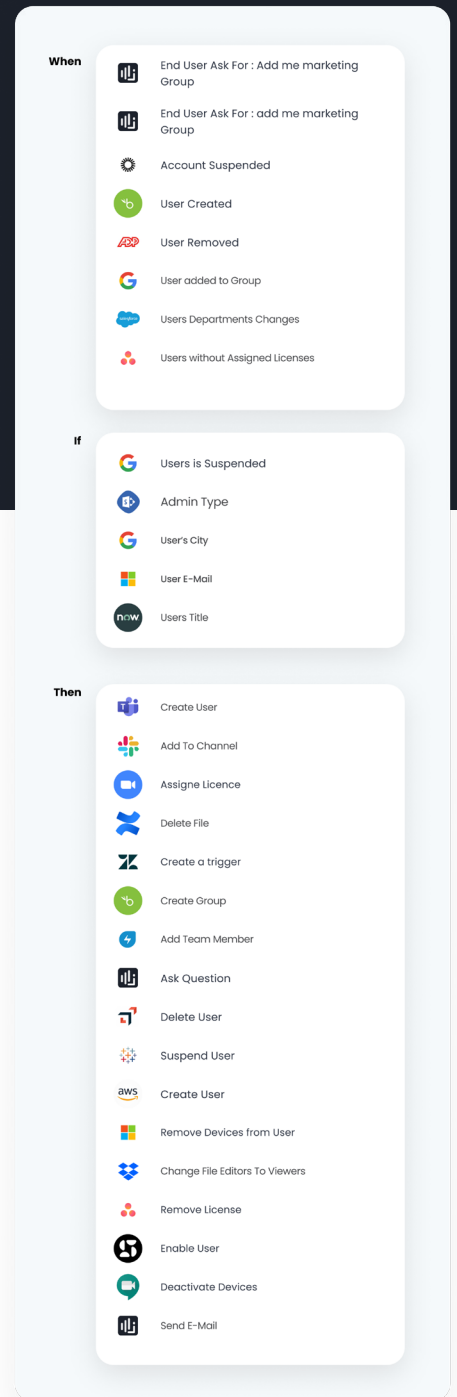
Deeply integrate with all of your systems

+ And More