

# Enhancing HR Operations in a Legal Firm through a private LLM-Based Search Chatbot

## PROBLEM STATEMENT

A prominent legal firm recognized the need to streamline its HR department's access to crucial information. The challenge was to provide a seamless and efficient way for HR personnel to find and access a wide range of data, including policies, employee records, legal compliance guidelines, and training materials. To address this, the firm implemented an advanced LLM (Large Language Model) solution equipped with a chatbot-style user interface.

**Solution.** The solution involved the development and deployment of an LLM-based chatbot designed specifically for the firm's HR department. The chatbot was trained on a comprehensive dataset, including the firm's internal HR policies, legal regulations, employee handbooks, and frequently asked questions. This LLM solution was integrated into the firm's internal systems, providing a user-friendly interface accessible through desktop and mobile devices.

## Implementation

- **Phase 1: Data Collection and Training:** Gathered extensive HR-related documents and data to train the LLM, ensuring it could understand and respond to a wide range of inquiries.
- **Phase 2: Chatbot Development:** Developed the chatbot UI, focusing on simplicity and ease of use. The chatbot was designed to understand natural language queries and provide instant responses.
- **Phase 3: Testing and Feedback:** Conducted thorough testing with a pilot group within the HR department. Feedback was used to refine the chatbot's accuracy and user experience.
- **Phase 4: Deployment and Training:** Rolled out the chatbot to the entire HR department, accompanied by training sessions to ensure effective usage.

## RESULTS



**Improved Efficiency:** HR personnel reported a 50% reduction in the time spent searching for information, significantly enhancing productivity.



**Increased Accuracy:** The accuracy of information retrieved via the chatbot exceeded 95%, reducing the risk of compliance issues.



**Enhanced Employee Satisfaction:** Employees expressed higher satisfaction levels due to quicker and more accurate responses from HR.