



Human Capital Management  
& Payroll Software/Services

## **Enhancing Employee Engagement with chatHR**

A New Era of HR Interaction

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## The Importance of Employee Engagement in Today's Workplace

Employee engagement is more than a corporate catchphrase; it's the engine that drives productivity, innovation, and retention. In Australia and worldwide, the shift to hybrid and remote work has made engagement both more challenging and more critical.



According to Gallup's 2023 State of the Global Workplace report, businesses with high employee engagement enjoy 23% higher profitability and 18% higher productivity than those with disengaged teams. In this new era, the tools we use to connect with employees matter more than ever.



## Enter chatHR: The Conversational Revolution

Frontier Software's chatHR is redefining how employees interact with HR. Unlike traditional Self Service platforms, chatHR is a conversational assistant powered by artificial intelligence and natural language processing. Employees and managers simply type their questions or requests. E.g., "What's my leave balance?" or "Update my bank details", and chatHR understands, interprets, and acts, all in real time.

What sets chatHR apart is its intuitive design. There's no need for special commands or lengthy training. Users can just start chatting, and chatHR handles the rest. This simplicity is key to driving engagement, especially for distributed and multicultural teams.

## How chatHR Enhances Employee Interactions

### Personalised, Timely Responses

Imagine an employee, Sarah, working from her home office in Perth. She wants to know how much annual leave she's accrued. Instead of scrolling through a clunky portal or waiting for HR's email, she simply asks chatHR. Within seconds, she has her answer. If she wants to book a day off, she can do it in the same conversation. This instant, personalised service makes employees feel valued and supported key drivers of engagement.

### Empowering Managers and Teams

chatHR isn't just for employees. Managers like David can use it to view their team's leave balances, approve requests, and access contact details—all through a simple chat window. This empowerment leads to faster decision-making and a more responsive, agile workplace. Managers can even handle bulk approvals or get summaries of outstanding workflow items, making their lives easier and their teams more efficient.

### Multilingual, Mobile-First Design

Australia's workforce is diverse and increasingly mobile. chatHR supports six languages out of the box and is optimised for smartphones, tablets, and laptops. Whether your team is in Sydney, Singapore, or Swansea, everyone gets the same seamless experience in their preferred language. This inclusivity ensures all employees, regardless of location or background, feel connected and engaged.

### Seamless Integration and Customisation

chatHR integrates directly with ichris, Frontier Software's flagship HR platform. Once user accounts are set up, chatHR can be configured via an intuitive admin panel. Organisations can tailor leave types, pay codes, and even error messages. Language options and dialects can be adjusted to reflect the company's culture. As chatHR learns from user interactions, it becomes even more attuned to the unique needs of your workforce and the way they phrase their queries.

## The Impact: From Satisfaction to Retention

When HR processes are easy and accessible, employees are happier. chatHR removes the frustration of navigating complex systems or waiting for answers. This simplicity leads to higher satisfaction, which in turn boosts engagement and retention.



According to AON's 2022 Global Employee Engagement Trends, companies with high engagement see up to 40% lower turnover rates.



Engaged employees are more likely to stay, contribute ideas, and act as ambassadors for your brand. By automating routine tasks and freeing HR teams to focus on people, chatHR helps create a culture of trust, transparency, and innovation.



## Practical Steps for Implementing chatHR

### 1. Seamless Integration

For ichris users, chatHR connects directly, syncing user accounts and HR data. The admin panel allows for easy configuration of features, access levels, and language preferences.

### 2. Minimal Training

chatHR's conversational interface requires little to no training. Most users can start chatting and getting results straight away, reducing barriers to adoption.

### 3. Customisation for Your Culture

Administrators can personalise chatHR's responses, error messages, and even the language dialects. Training chatHR with

company-specific phrases makes it even more effective.

### 4. Continuous Improvement

Regularly review usage logs and feedback. Update training phrases and features as your team's needs evolve, ensuring chatHR continues to deliver a best-in-class experience.

### 5. Security

chatHR leverages the powerful security features of ichris, with multi-factor authentication and data encryption. Organisations control data retention and privacy settings, ensuring robust protection of sensitive information.

## Future Trends: AI and the Next Wave of Engagement

The future of employee engagement is digital, conversational, and AI-driven. As AI technology matures, platforms like chatHR will become even more proactive and personalised. Imagine a system that not only answers questions but anticipates needs, reminding employees of expiring certifications, suggesting development opportunities, or flagging potential burnout.

Gartner predicts that by 2027, 70% of HR interactions will be handled by AI-powered platforms, freeing HR professionals to focus on strategy and culture (Gartner, 2024).

chatHR is already paving the way, learning from every interaction and adapting to the evolving needs of your workforce.

## Reimagining the Future: chatHR in Action

*The following represents a potential implementation scenario, illustrating how chatHR might transform workforce support in a multinational organisation.*

**Picture this:** A multinational company with offices across Australia and Southeast Asia faces the familiar challenge of employees struggling with outdated portals and slow HR response times. Staff find themselves frustrated by delayed responses and cumbersome systems that impede their daily work experience.



## The chatHR Opportunity

Following implementation of our conversational HR platform, this organisation could potentially experience:

- **Enhanced employee satisfaction:** Employee satisfaction scores might increase significantly, potentially by as much as 35%, as staff benefit from immediate, intuitive support.
- **Administrative efficiency gains:** HR teams could see substantial reductions in administrative workload, perhaps up to 40%, freeing valuable time for strategic initiatives.
- **Improved workplace connection:** Employees may report feeling more connected and valued through streamlined, responsive HR interactions.
- **Enhanced management capability:** Managers across the organisation might discover new confidence in supporting their teams with chatHR's intelligent assistance readily available.

This scenario illustrates the potential impact of chatHR implementation. Actual results may vary depending on organisational factors, implementation approach, and user adoption patterns. We recommend discussing your specific requirements with our implementation team to explore how chatHR might benefit your organisation.

### **Final Thoughts: Start Your Engagement Journey Today**

Employee engagement doesn't happen by accident. It requires the right culture, leadership, and—crucially—the right tools. chatHR is more than a product; it's a new way of working, designed for the modern, mobile, and multicultural Australian workplace.

If you want to create a workplace where everyone feels heard, supported, and inspired, chatHR is the partner you need. Embrace the future of HR interaction and let chatHR help you build a truly engaged workforce.

Unlock the full potential of your HR interactions with chatHR. Discover how our innovative platform can transform employee engagement and streamline HR processes. [Book a Demo Now](#) to see chatHR in action and learn how it can benefit your organisation.

## References

1. Gallup. (2023). *State of the Global Workplace*. <https://www.gallup.com/>
2. AON. (2022). *Global Employee Engagement Trends*. <https://www.aon.com/>
3. Gartner. (2024). *HR Technology Trends*. <https://www.gartner.com/>

## About Frontier Software

Frontier Software is a leading software and services organisation specialising in digital transformation for payroll and HR solutions. With over 40 years of industry experience, our comprehensive solutions are trusted by businesses across the globe. Our expert team is dedicated to helping organisations streamline their payroll and HR processes, ensuring compliance, accuracy, and efficiency. Looking to enhance your payroll and HR processes? We can help you optimise your existing Frontier Software solution or create a completely new system tailored to your business needs.

“Commitment to customer service is our number one priority.”

Michael Howard, Founder

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