



CHAT2LEARN

Chatbot technologies for digital entrepreneurship education and adult learners

Project n. 2020-1-CY01-KA204-065974

*IO1: Developing a chatbot learning environment in the field of digital
entrepreneurship*

*1.1. Collecting best practices and tools on Technology Enhanced Learning and
creation of a resource library on topic*

PREPARED BY





Title Skilly – the Bot	
Date/Period Currently available	Authors Abilitics, Bulgaria
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Element	Guiding question
Type of practice	<i>Technical application for HR chatbot assistant</i>
Publisher (optional)	<i>In depth interview with the practice owner</i>
Target audience	<p>The chatbot assistant has two main target audiences:</p> <ul style="list-style-type: none"> ● New employees – in the process of recruitment, for onboarding, for training ● Companies (to build their own chatbot decisions) – as part of their HR policies, L&D practices, for employer branding, etc.
Objective/Aim	<i>The aim of the chatbot is to support companies in their HR practices and to provide digital solutions for improved learning effectiveness</i>
Location/Geographical coverage	<i>Mainly in Bulgaria but could be replicated to other countries, if there are clients and interest</i>
Description	<p>The presented chatbot practice is focused on providing specialised HR solutions in the following areas:</p> <p style="padding-left: 40px;">Recruitment – as a career portal for pre-screening candidates – the applicant interacts with the chatbot about their experience and expectations and the HR expert decides if s/he is suitable for further contact and setting up an interview.</p>



	<p><i>Employer branding – a potential job applicant interacts with the chatbot to see if the company and its culture are suitable for them.</i></p> <p><i>On-boarding – the newly hired employee interacts with the chatbot to learn about the company, internal policies and procedures, internal HR processes, etc. Here the chatbot allows to include videos, text documents, PowerPoint presentations, etc. The aim is the chatbot to replace the HR staff in the period of initial orientation of the employee.</i></p> <p><i>Training – here the chatbot provides support to: 1) individual learners, who can initiate self-learning and improve their skills prior to employment, and 2) companies, which can develop topics for micro-learning and send notifications to their employees when there is a new subject and material available, so they can initiate self-learning and take the session.</i></p>
<p>Methodological approach</p>	<p>Abilitics builds its chatbots in partnership with their clients and depending on their requirements and needs.</p> <p>The methodological approach used is:</p> <ul style="list-style-type: none"> ● The client provides the content of the chatbot ● Abilitics provides the technology and technically develops the chatbot <p>Some of the chatbots are integrated in the clients' internal webportals (intranet) – this is the most preferred option for HR departments. Other chatbots are uploaded on the www.skillythebot.com website and are for free external use or serve as a demo version of the service.</p>
<p>Finance</p>	<p>The chatbot solutions are developed as:</p> <ul style="list-style-type: none"> ● A paid service – upon client request ● A separate product, which is proposed on the free market
<p>Constraints (optional)</p>	<p>Among the identified challenges were mentioned psychological constraints:</p>



	<p>Negative: HR experts, who are usually phycologist, often asked Abilitics team “Why shall we chat with a candidate instead of talking to them?”</p> <p>Positive: People, who are introverts and usually are afraid of communicating with strangers or of presenting themselves, feel more relaxed when typing with a chatbot</p>
Outcomes	<p>Links to Abilitics’ chatbot solutions - Skilly:</p> <ul style="list-style-type: none"> ● Skilly the Bot - Learning and SCORM-integration (skillythebot.com) ● Skilly – the Conversation Assistant - Conversation Skills Chat - Skilly (skillythebot.com) ● Skilly – Financial Basics for Managers - Финансова грамотност за мениджъри Chat - Skilly (skillythebot.com) ● Immersica Training Prortals - Immersica Training Portal Chatbots - Skilly (skillythebot.com)
Replicability and/or up-scaling	<p>Possibilities for up-scaling and integrating chatbots in HR practices were assessed at a level of 4 /according to the scale from 1 (= min) to 5 (= max)/</p>
Conclusion (optional)	<p>Such was not shared</p>
Opinion (optional)	<p>4 /according to the scale from 1 (= min) to 5 (= max)/, as the practice is relevant to HR topics and is related to training, learning and development.</p>
Further considerations	<p>Such were not shared</p>