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COURSE BROCHURE

AI for HR Shared Services and Employee Service Training Course

27 June – 1 July 2027
Kuala Lumpur

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AI for HR Shared Services and Employee Service Training Course

Ref: 95_2386 **Date:** 27 June – 1 July 2027 **Location:** Kuala Lumpur **Fees:** 4900 GBP

AI for HR Shared Services and Employee Service is a 1-week training course for HR managers, HR business partners and service centre leads, in which participants draft an HR service desk AI blueprint for their own shared services centre. Employee queries about leave, payroll, letters and policies keep rising while service centres face pressure to answer faster with the same headcount. Jupiter Prime Training runs AI for HR Shared Services and Employee Service.

Why AI for HR Shared Services and Employee Service Matters Now

Three forces shape HR service delivery today. Employees expect consumer-grade answers on mobile channels at any hour. Finance and operations leaders push shared services centres to cut cost per case and handling time. Works councils and data protection officers ask how case notes, payslips and medical certificates are handled once AI reads them. A centre that gets this right resolves routine queries instantly and frees specialists for complex cases; one that gets it wrong gives wrong policy answers and leaks personal records. The course draws on ISO/IEC 42001 Artificial Intelligence Management System and the NIST AI Risk Management Framework AI RMF.

Who Gains Most from AI for HR Shared Services and Employee Service

- Leads of tier 1 and tier 2 HR service desks and contact channels
- Owners of HR case management, ticket routing and service level targets
- Owners of HR knowledge bases, policy articles and employee portals
- Owners of payroll, leave and document request processes
- Business partners who escalate sensitive employee relations cases

Shared services centres gain most when a service desk lead, a knowledge base owner and an HR business partner attend together.

AI for HR Shared Services and Employee Service Capabilities

These outcomes move routine employee queries to self-service while keeping sensitive cases with trained people.

- Assess which HR query types suit chatbot answers, assisted handling or human-only handling — the service desk lead
- Design an HR chatbot with grounded policy answers and clear hand-off rules — employees and tier 2 advisers
- Build case triage and routing rules using query classification — service level owners
- Specify document automation for employment letters and certificates — payroll and records teams
- Test answer accuracy, tone and privacy against a sample of real queries — data protection officers
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Communicate service changes and escalation routes — employees, managers and works councils

Key AI for HR Shared Services and Employee Service Terms

- HR shared services centre — a central unit that handles routine HR transactions and employee queries for several business units or sites.
- Tiered service model — a structure where self-service, generalist advisers and specialists handle progressively complex HR queries.
- Retrieval-augmented generation RAG — a method in which a chatbot drafts answers only from retrieved policy documents, reducing invented content.
- Intent classification — automatic labelling of an incoming query by topic so it reaches the right queue or answer.
- First contact resolution — the share of employee queries resolved without transfer or follow-up.
- Knowledge article — an approved, plain-language answer to a recurring HR question, used by advisers and chatbots alike.

AI for HR Shared Services and Employee Service Day by Day

Day 1: The HR Service Operating Model

- Tiered Service Model Mapping — Where AI Fits Between Self-Service and Specialists
- Query Volume and Intent Profiling — Choosing High-Volume Candidates
- Service Level and Cost per Case Baselines — Measuring Today Before Changing
- Employee Journey Moments — Onboarding, Leave, Relocation and Exit Requests
- Use Case Value and Risk Scoring — Ranking Service Desk Opportunities

Day 2: Chatbots and Knowledge Bases

- Knowledge Article Design — Plain-Language Policy Answers for Bots and Advisers
- Retrieval-Augmented Generation Set-Up — Grounding Answers in Approved Policies
- Conversation Flow and Hand-Off Rules — When the Bot Passes to a Person
- Multilingual and Mobile Channels — Reaching Frontline and Remote Staff
- Answer Accuracy Testing — Sampling Real Queries Before Go-Live

Day 3: Case Management and Automation

- Intent Classification and Ticket Routing — Right Queue, First Time
- Adviser Copilots — Suggested Replies and Case Summaries
- Document Automation — Employment Letters, Certificates and Payslip Queries
- Sentiment and Urgency Flags — Escalating Distress and Grievance Cases
- Workflow Automation for Leave and Data Changes — Approval Controls

Day 4: Privacy, Fairness and Service Quality

- Personal Data Handling in Case Notes — Access, Retention and Redaction
- Fair Treatment Across Employee Groups — Consistency of Automated Answers
- ISO/IEC 42001 and NIST AI RMF for HR Services — Accountability Roles
- Quality Assurance Sampling — Reviewing Bot and Adviser Interactions
- Service Dashboards — First Contact Resolution and Satisfaction Trends

Day 5: Practising the HR Service Desk AI Blueprint

- Target Service Model — Applying Day 1 Tier and Use Case Scores
- Chatbot and Knowledge Scope — Applying Day 2 Design Choices
- Routing and Automation Rules — Applying Day 3 Case Methods
- Controls and Measures — Applying Day 4 Privacy and Quality Checks
- HR Service Desk AI Blueprint — Approval by the Shared Services Head

Applying AI for HR Shared Services and Employee Service After the Course

- Profile one month of HR tickets by intent and identify the five query types best suited to chatbot answers
- Rewrite ten high-volume policy answers as knowledge articles and test them with advisers and a chatbot sandbox

AI for HR Shared Services and Employee Service Questions FAQ

What is AI for HR Shared Services and Employee Service and why does it matter now?

AI for HR Shared Services and Employee Service is the use of chatbots, case triage and automation to answer employee HR queries. It matters now because query volumes rise faster than service centre headcount.

Which roles gain most from AI for HR Shared Services and Employee Service?

HR managers, service centre leads and HR business partners gain most. You benefit if you run an HR service desk, own policy content, manage payroll or leave requests, or escalate sensitive cases.

How does AI for HR Shared Services and Employee Service differ from an AI in recruitment course?

AI for HR Shared Services and Employee Service covers HR operations after hiring. A recruitment course focuses on sourcing and selection; this one covers service desks, knowledge bases, case routing, document automation and employee self-service.

What do you bring back from AI for HR Shared Services and Employee Service?

You bring back an HR service desk AI blueprint. It sets the target service model, chatbot scope, routing rules, privacy controls and the measures your centre will track.

AI for HR Shared Services and Employee Service: The Way Forward

The HR service desk AI blueprint first informs which employee query types move to self-service and which stay with advisers. Shared services heads, service desk leads and knowledge owners use it to agree scope, controls and service measures. After the first quarter, revisit the hand-off rules, because real employee queries reveal gaps that test samples rarely show.