

ACCENTURE'S GRAD-BOT 'ATLAS': THE TEAM BEHIND THE PROJECT

VIDEO TRANSCRIPT

Stephen: I guess the problems sort of as a graduate when you apply to jobs you don't really have one central place to get all of the information you need and often you have questions that are kind of hard to ask

Ciaran: We just kind of wanted a way to solve that but it was also something entertaining for us to do it's a nice challenge for us to keep us occupied during our downtime on client side or in our spare time

Stephen: So it's really interesting it's really cool that you get the questions answered that you need instantaneously through WhatsApp which I think is used by a large population within Ireland

Niamh: We actually noticed that the majority of questions asked we had kind of anticipated or they were the ones that we knew that would be generally asked

Eadaoin: What we added in when we came on as grads myself and Niamh was adding kind of the Automation in to make the chat bot able to be deployed just by pressing a button rather than having to take like an hour or two to do

Niamh: It kind of went really really quickly from there. Ciaran built the AI which is amazing and got the UAT team involved to test it

Ciaran: it's gone really well and we just keep adding more and more information to it to tend to more and more recruitment needs, and feedback from them has been quite positive, but also one of the uses that we didn't anticipate was there are a lot of our University action team members who go out to like the colleges and run events, sometimes they get asked the questions they just don't know the answer to so it allows them to just quickly pull out the phone, text it and then they get what the Recruitment and HR approved answer is to the question so they don't accidentally say the wrong thing to a candidate

Niamh: There was so much kind of responsibility there but that really stood to me when I was going forward and I was looking at different clients within Accenture and even when I was going on to my first client, an awful lot of what I spoke about was the work I had done on the chatbot

[Music]

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