



Press release

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Talk-A-Bot adds ChatGPT announcement writing feature in its HR chatbot, CHEQ

Talk-A-Bot, the Budapest-based chatbot provider, announced that they have integrated ChatGPT into their HR communication program, CHEQ. Using this new feature, the Azure-listed CHEQ will save significant time for corporate HR professionals when they are to circulate company internal messages. The new feature is parallel with CHEQ's expansion to the 80 million Central and Eastern Europe labour market, for which the firm has raised €3.5 million in early 2023. The firm's aim is to give an effective tool for manufacturing companies to attract more workers to the region that suffers from major labour shortages.

“Central and Eastern European countries have long struggled to satisfy and attract local workers,” said, Ákos DELIÁGA, Founder and CEO of Talk-A-Bot, the company that created CHEQ. “This is one of the reasons why we want to give a solution for HR managers to be able to reach industrial and agricultural workers and be actively engaged with them. The announcement writing feature of ChatGPT that we integrated into the administrative interface of CHEQ will primarily help HR professionals to increase their efficiency by around 30 percent at their internal communications tasks.”

Even though most employee communication software companies offer solutions for office environments, CHEQ is mainly used by industrial and manufacturing companies that employ a large number of blue-collar workers. In emerging markets like the CEE, it is difficult to keep in touch with a large workforce without a company laptop or smartphone, especially nowadays when companies employ workers from all over the world. It further complicates matters if those employed come from different cultural backgrounds and language environments. To handle these challenges, CHEQ uses the bring-your-own-device policy and multilingualism: it is now available in 5 European and 5 Asian languages and recently also got Google Translator as a built-in feature.

Deliága also stressed that the tool would not replace HR staff, rather it would bring an increase in efficiency by helping them in their work. This is illustrated by the following example: a meat company with 200 employees used to take 4-5 days to send out payslips on paper. These documents can now be generated in minutes and sent out through GDPR-compliant channels.

The chatbots developed by Talk-A-Bot give prewritten answers to HR-related enquiries or any other topics based on a predefined knowledge base. The system is trained not to generate text on its own, but to find relevant and accurate answers to questions. Because many companies operate in a highly regulated environment, they always have a lower margin of error. If a robot made by Talk-A-Bot receives relevant questions, it can answer them with up to 95 percent accuracy.



In contrast, one of the biggest concerns with ChatGPT is hallucination, i.e. generating answers that are not justified by its training data and are factually incorrect on occasion. Thus, in CHEQ, ChatGPT's generative capabilities have been limited by using pre-written templates, and using them only in some situations. This means circumstances where it is not necessary to provide formalised or specific answers in all cases, for example when sending out invitations to a company event.

In the life of manufacturing companies, overcoming language barriers has become an increasingly urgent task with the arrival of foreign workers. Therefore, Google Translator also has been integrated into CHEQ so that the answers generated by ChatGPT can be instantly translated into the language of the foreign workers. CHEQ now can speak Hungarian, Polish, Bulgarian, Ukrainian, Russian, Mongolian, Burmese and Vietnamese.

The return on investment for AI chatbots is one of the fastest of all digitalization tools: the investment time is typically 1-2 months, and the payback time ranges from 3 to 6 months.