Streamline Your Internal Communications with Chatbots: Don't Stay Behind!

CHEQ

Having an engaged and informed blue collar workforce increases productivity and efficiency in a way that translates to your bottom line. Companies that don't engage their blue collar workers with quick follow-ups and instant responses will lose their competitive edge over competitors using productivity-enhancing technology. As technology continues to advance, it's becoming harder to tell whether you're communicating with a human or a computer. It's important businesses leverage this to cut staffing costs and improve internal communications.

One key time-saving communication tool is chatbots. They've already shown to cut costs and improve performance when used for customer service. Besides communicating with your customers, chatbots can also be programmed to facilitate two-way communication with employees in a way that eliminates many of the communication problems that exist with old systems in use. They automatically initiate a variety of internal communications and serve as a secure, centralized database providing 24/7 access to information that keeps employees informed and productive.

The Cost of Poor Communication Systems

When workers need to report an issue or ask a question, they can lose hours of productivity awaiting responses and communicating back and forth with employees who are busy in other locations. In the meantime, they feel helpless and frustrated. Likewise, desk workers who manage blue collar employees become frustrated when they don't notice bulletin board notices until it's too late. They spend hours manually calculating employee KPIs to measure employee productivity without implementing effective solutions that increase it.

A potential solution is to hire more employees to manage your blue collar workforce. However, that requires higher staffing costs that affect your bottom line. Fortunately, chatbots offer a solution that reduces your overhead costs while providing more value to your business than human staff could provide.

Powerful Algorithms

Chatbots provide accurate intelligence at employees' fingertips for instant access. They understand what information employees are looking for when they request it, saving them the time it takes to filter through an entire database or request a file from another department. By performing an unlimited number of administrative tasks at a time, instantly upon employees' requests, they're more productive than a desk worker and reduce your staffing costs at the same time. Chatbots save loads of time and money through automation and by keeping your employees productive and satisfied with their job.

Automation

As technology advances, automation is sweeping across the business world, and companies that don't use it to cut bottom line costs will trail behind. Chatbots automate internal communications such as hazard reports, training, onboarding, maintenance requests and task management. They complete tasks automatically that would be unrealistic for human staff members to perform. For example, chatbots can inform employees about hazardous weather or road closures around their work site so that they can plan ahead and get to work on time.

Real Time Collaboration

Team leaders don't need to hold meetings or check in with employees all the time. Instead, they can delegate responsibilities to teams and individuals on the workforce by sending out checklists delivered through the chatbot. The chatbot reports back to team leaders on whether each individual has seen their task list and which items they've completed. The chatbot serves as an assistant to each employee and to the entire team at the same time, so everyone stays on the same page while despite working more independently.

Quick, Hassle-Free Problem Solving

Data and Analytics on Demand

Increased Employee Satisfaction and Retention

Chatbots help blue collar employees generate quick and detailed maintenance requests complete with photos and time and date stamps. Instead of leaving messages and waiting for a call back, employees can get instant responses from chatbots when they need information or help solving a problem. With training, protocols, task lists and other information at their fingertips, they don't need to ask another employee or their supervisor for help getting things done.

Information on employee work hours, training completed and tasks completed are available on the chatbot, which serves as a user-friendly centralized database. Easily search for the data you need, or generate analytics that provide insight into employee productivity. It makes reporting faster by eliminating manual calculations required.

Given the rising cost of blue collar employee recruitment, companies that invest in employee satisfaction and retention have an advantage. Chatbots improve employee satisfaction by eliminating the frustrations that come from miscommunication and lack thereof. When they can solve problems independently and immediately, they avoid feeling helpless and dissatisfied.

Plus, **research shows** that what employees dread the most is being micromanaged. It may seem counterintuitive, but workers actually perform better with less pressure and oversight. Chatbots can help team leaders manage their team's workload without constant check-ins and meetings. Team leaders can delegate responsibilities to teams or specific individuals on their workforce using checklists, and they can view in real time whether or not a team member has viewed their checklist. With powerful, cutting-edge technology on their side, workers are more likely to remain loyal to your company.

Lower Staffing Costs

Chatbots can reduce the amount of staffing you need in your HR department. They can access your databases to deliver documents your employees request, such as payslips, trainings, certificates of employment and time off requests. With so much paperwork being processed on autopilot, there's much less administrative work needed. Reduce your overhead costs and put more money back into growing your business.

Internal Chatbots: Key Benefits for Your Bottom Line

When you implement chatbots to help close the gap between blue collar workers and office employees, these are the points that will trickle directly to your bottom line:

• Increased productivity through faster problem resolution on work sites
• Less administrative staffing required to handle worker requests and other paperwork
• Automated training and onboarding reduces costs and increases employee satisfaction
• 24/7 information access from any device keeps employees productive and independent while eliminating their frustrations
• Productivity analytics and task checklists keep employees accountable without bothering them

Chatbots deliver more for your company with less effort. You can monitor, manage and report what's happening in your organization with accuracy and speed. You're available to your employees like never before, without micromanaging them. Employees can enjoy easy self-service while you save costs on staffing.