



# TIMEA

Your new  
colleague from  
HR, available  
24/7



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*You can provide your employees  
with a unique experience,  
with the help of Timea the chatbot!*

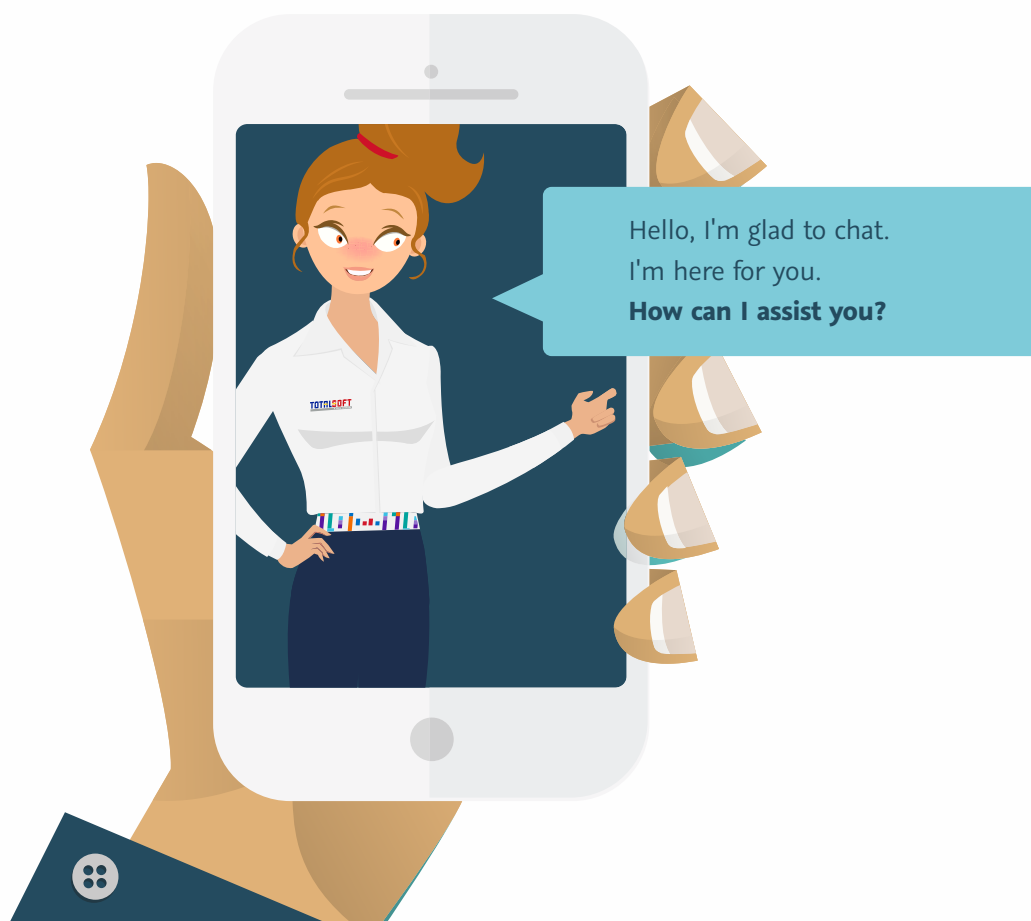
*Timea is your new colleague from HR,  
available 24/7*

Are you facing a series of challenges resulting from HR operational activities that prevent you from focusing on what truly matters - human interaction?

Timea is a revolutionary HR chatbot designed to simplify and streamline employee interactions with the human resources department. It provides 24/7 access to essential HR information, eliminating repetitive tasks and improving HR processes "from hire to retire."

Moreover, Timea promotes professional development by offering training opportunities and collecting employee feedback to enhance their engagement and satisfaction.

**Revolutionize your employees' experience with Timea, the chatbot that guides your employees in the HR universe!**



# What is a chatbot?

An HR chatbot like Timea is a revolutionary technological innovation that changes the way employees interact with the human resources department. Designed as a virtual assistant, Timea is programmed to answer a variety of HR-related questions, automate repetitive tasks, and facilitate access to essential HR information - all in a consistent manner and at any time of the day or night. It's like having a virtual HR specialist available 24/7.

From managing leave requests to providing information about company policies and benefits, Timea is there to make employees' lives easier and more efficient. Additionally, our HR chatbot can support the onboarding process of new employees and facilitate professional development, offering a superior and personalized experience for each employee.

**Choose Timea to help your HR department leap into the digital era!**

## In which HR processes can the Timea chatbot be used?

In the field of human resources, the Timea chatbot can assist in a multitude of processes, and it's easy to configure.

Here are a few examples of processes:

- **Recruitment and selection process;**
- **Onboarding;**
- **Administrative processes;**
- **HR document signing;**
- **Performance evaluation;**
- **Employee training and development.**



# In which HR processes can the Timea chatbot be used?

## Recruitment and Selection Process

- **Preliminary screening in the candidate selection process:** The chatbot can help filter candidates by performing an initial check of resumes. By creating a set of standardized questions, the chatbot can identify candidates who best fit the desired profile.
- **Interview scheduling:** The chatbot can schedule interviews through an integrated calendar system, avoiding duplicate and conflicting appointments.
- **Communication and feedback:** The chatbot can be configured to provide real-time feedback to candidates or answer their questions about the recruitment process.



## Onboarding Process

- 1 Pre-onboarding:** Providing new employees with essential information about the company, policies, procedures, and benefits whenever they need it.
- 2 Task automation:** Completing necessary HR forms, scheduling induction meetings, and other administrative tasks.
- 3 24/7 support:** To address the numerous questions that may arise in the first days and weeks of a new employee without having to wait for the next business day.
- 4 Support for integrating new employees into the company culture** by providing information about company values, mission, vision, and other important aspects.
- 5 Real-time feedback,** providing valuable information to HR for improving the onboarding experience.

## HR Document Signing

Chatbots can assist employees or HR specialists in applying electronic signatures to documents, both from the office and from home. This can be configured based on internal workflows, roles, or user rights.

# Administrative Processes

A chatbot can enable the execution of multiple processes such as:

- **Planning, registering, canceling, approving, and checking leave balances** for vacation, special events, medical leave, unpaid leave, work from home, etc.
- **Issuing various certificates** requested by employees, such as employment certificates, income certificates, certificates for daycare or kindergarten, etc.
- **Transmitting various internal documents** of interest such as internal regulations, procedures, etc.
- **Access to personal data** such as employment contracts, salary slips, other contractual data, etc.
- **Access to public data regarding colleagues** - phone numbers, emails, positions, etc.
- **The Q&A section** provides the ability to provide predefined answers to any general interest questions.
- **Digitalization of interdepartmental workflows** (customizing settlement flows, expense claims, etc.).

# Employee evaluation

- **Communicating established goals** for the performance management process.
- **Conducting surveys** based on responses and questions as part of performance measurement or satisfaction measurement processes.
- **Analyzing collected data and providing detailed reports** to management, helping the HR department better understand the underlying causes of issues.

# Employee training and development

- **Viewing the individual development plan** and required training.
- **Self-enrollment in various training programs, courses, or workshops.**



# How to access Timea?

Accessing the Timea chatbot is as simple as adding a new friend or colleague on Facebook, Teams, WebChat, Telegram, or WhatsApp. Just search for "Timea," go through a short verification process based on company data, and add her as a friend.

Once connected, you can start a conversation. Timea will efficiently guide you through the HR processes and assist you with any requests.

## Are you afraid of slow adoption of this solution?

We developed Timea considering the behavior of employees globally. Several relevant studies mention that messaging apps are the most used features of smartphones and represent the most popular form of communication:

- **Over 80% of employees** use at least one text messaging application for professional purposes.
- **Approximately 89% of consumers** prefer to seek support from companies through text messages.
- **Over 145 billion text messages** are sent globally every day.

And if that doesn't convince you, Gartner mentions in its studies that 70% of global white-collar employees already interact with chatbots on a daily basis.

The trend is clearly in favor of chatbots that enable text conversations using familiar employee platforms. Thus, a chatbot accessible on Facebook, Teams, WebChat, Telegram, or WhatsApp can be a user-friendly interface that provides quick answers to questions related to time management, issuing certificates and other standard HR documents, personal data administration, internal procedures, or access to colleagues' contact information.



# Benefits of the Timea chatbot

Timea is a powerful tool for HR departments, saving time and energy in various HR processes and contributing to an improved candidate experience. By integrating a chatbot into the HR system, companies can achieve increased efficiency and employee and candidate satisfaction:



## Reduces costs

by reducing by over 40% the time spent on repetitive tasks such as generating certificates, vacation requests, or medical leave.



## Addresses over 70%

of employees' primary HR requests, eliminating the need for them to visit the office to resolve them.



## Can be contacted

through any communication platform: Facebook, Teams, WebChat, Telegram, WhatsApp, etc.



## Automatically records

all data in the system, which can be analyzed or reported immediately.



## Grows with the business,

learns, and becomes smarter over time.



## Available online 24/7,

never takes vacations or gets sick.



## Easily integrates

into companies' IT systems.



## Provides multilingual support -

perfect for companies with employees from different parts of the world.



## Ensures personalized

**interaction** with employees, using the appropriate language and tone based on their needs and preferences.



## Enhances the candidate experience

by providing prompt feedback and quick information.



## Reduces human errors

in various HR processes such as recruitment and selection, interview scheduling, or the loss of important Cvs.

# How can you measure the efficiency of the chatbot in your company?

*Efficiency can be measured using a series of Key Performance Indicators (KPIs), some of which are relevant for any company:*

1

**Average conversation duration:** How many messages the chatbot exchanges with the employee. Conversation duration may vary, with simple queries being easier to resolve and complex questions requiring more message exchanges. But the average conversation duration will tell you how well the chatbot is able to respond to employees' questions.

2

**Total number of conversations:** How many times an employee opens the chatbot widget, measuring the demand for this solution.

3

**Total number of unique users:** How many people interact with the chatbot. A single employee may have multiple conversations with the chatbot, and comparing the number of unique users to the total number of conversations will show you how many employees engage with the chatbot multiple times.

4

**Missed messages:** How often the chatbot is "stumped" by an employee's question. Every time your chatbot says, "I'm sorry, I don't understand," that's a missed message. These often lead to human takeover and frustrated employees, but the indicator provides valuable insights into areas where the bot's conversation skills can be improved.

5

**Human takeover rate:** When the chatbot cannot resolve an employee's query, it escalates the request to a human. This metric gives you an idea of how much time the chatbot saves.

6

**Employee satisfaction scores:** The chatbot can be used to quickly gather feedback from employees regarding various experiences.

7

**Average response time:** The chatbot can respond much faster to direct employee inquiries, being the first point of contact. This will help you reduce the average response time and increase employee satisfaction.

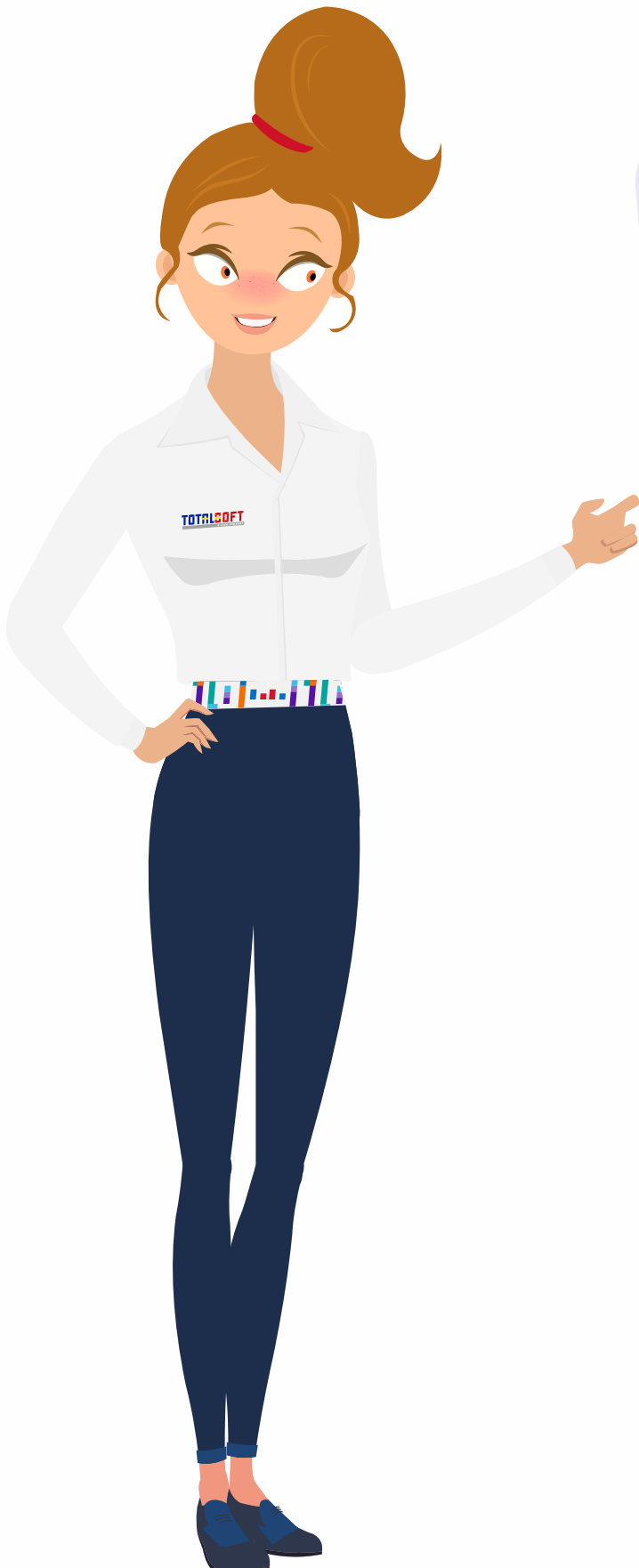




# References



**rompetrol**



*"First of all, Timea convinced us because it offers mobility, allowing people to connect from anywhere, through the applications they know and use. Its availability is also a strong point - it's available 24/7, doesn't sleep, and doesn't need time off. Secondly, it helped us improve the HR experience because people realized that even HR is doing something to modernize processes and that they no longer have to come to the office to request a simple certificate. Last but not least, we helped with promptness because HR documents that have already been signed can be obtained immediately and directly from home."*

## **Adrian Stoian**

*Head of HR Services Center and Travel  
Romp petrol (KMG International)*

## **Why choose us?**

**TotalSoft**, a company nominated by HR Tech Outlook as **one of the top 10 HCM (Human Capital Management) solution providers** in Europe, combines over 20 years of experience in HR with the main global trends to develop the Timea chatbot.

**TotalSoft supports over 600 local and international organizations** in their efforts to optimize their HR processes and achieves this with over 70 dedicated specialists and extensive experience in the field.

## TotalSoft and our collaboration:

- Business consultancy;
- Implementation, integration, and quick adaptation to internal company processes;
- Training sessions and workshops;
- Ongoing technical support.

TotalSoft provides the software infrastructure you need to optimize your business and achieve maximum productivity and efficiency. As one of the top companies providing and integrating business software solutions, we have projects running in over 40 countries on 5 continents.

TotalSoft is part of Logo Yazılım A.Ş (Logo), the largest independent software provider in Turkey.



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