

Workplace Onboarder

A digital assistant that introduces staff to Workplace and trains them on key features or functionality.

Easily, effectively and automatically.

 **See if you qualify for a free trial**
Workplace@thebotplatform.com

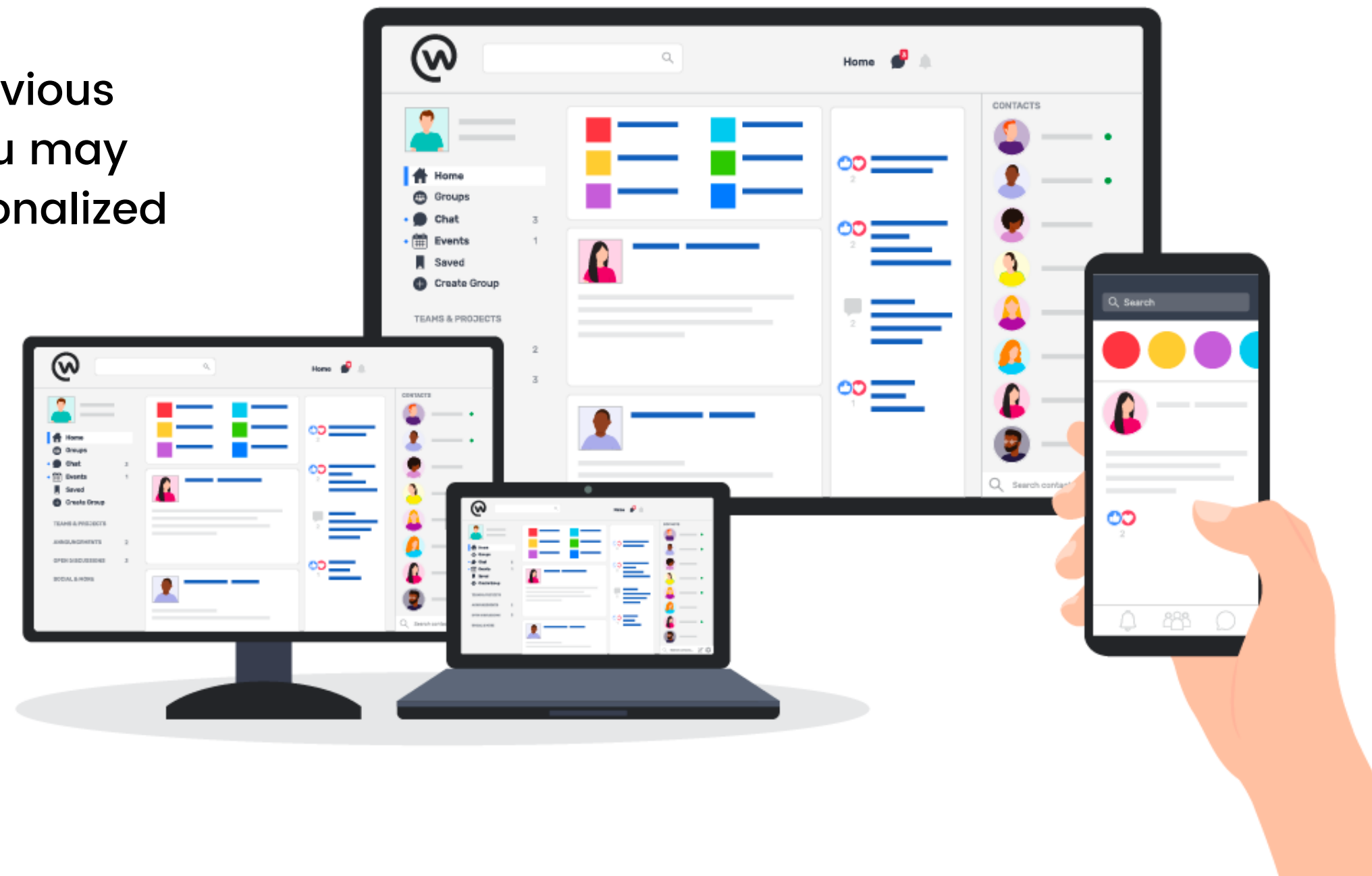
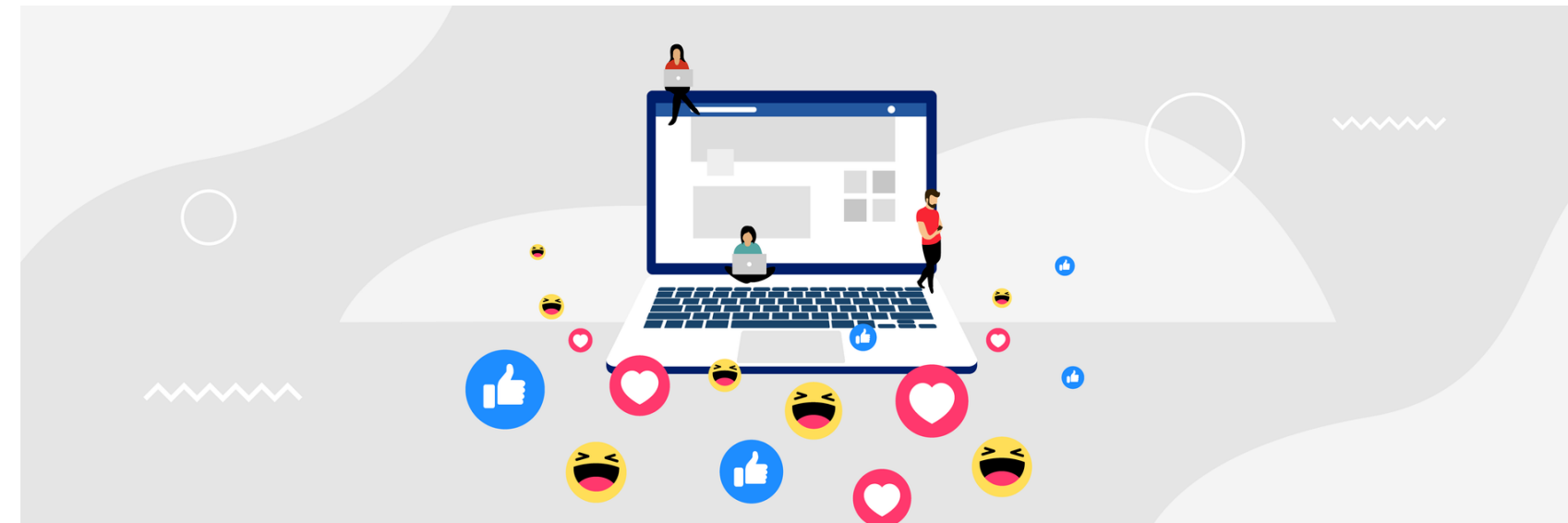


Make sure your staff are getting maximum value from Workplace

Introducing a new starter to your internal communications software is an **important part of the onboarding process**.

Some staff may have used Workplace before at previous jobs, but need a refresher in how things work. Or you may want to simply give them a more tailored and personalized overview on how your Workplace instance is set up.

Other new starters may be new to Workplace entirely, and so ensuring they are familiar with how it works means they will be more engaged, and you are maximizing the effectiveness of the tool among your staff.



What are the benefits of having staff who are more confident in using Workplace?

A workforce that is more confident using Workplace from the get go will experience the following benefits:

- 📈 Increased Workplace adoption
- 👍 Higher Workplace engagement
- 😊 Improved Workplace user satisfaction scores
- 🌐 More connected company
- ⌚ Reduction in IT support tickets
- 💰 Bigger ROI from Workplace spend



How the Workplace Onboarder works

The Workplace Onboarder can be integrated into existing training programs or automatically triggered when a **new starter** joins a company. As well as training new staff, it can also be used to increase confidence and usage levels among **existing staff**.

Specifically, the Workplace Onboarder can:

- 👋 Introduce staff to Workplace
- 🎓 Teach them about key features and functionality
- 👁️ Direct staff to official Help Docs
- 😊 Gauge Workplace confidence levels
- 🤔 Gather feedback from users

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● ● ● Welcome new starters and gauge confidence levels with using Workplace

Chats

All

Unread

...

Search Workplace Chat...

Workplace Guide

To add a reaction to a message on ...

Management Coach

You answered a self reflection surv...

13 Jan

FAQ bot

Hey there, I'm the FAQ bot. Click bel...

1 Jan

Workplace Guide

Here to help you navigate Workplace

Timeline

Chat

Search this conversation...


yes 👍

Maybe later 🕒

First things first, how confident are you with using Workplace?

Click a button below and let us know 📌

Thanks for letting me know! It's totally fine if you're not confident with using Workplace yet, because I'm here to help you 😊



I have curated my top tips into a menu below. You can also check out the Workplace help docs or give us some feedback too!

Browse menu

+

📷

🗣️

GIF

Aa


😊

👍

Workplace Guide

✓

Hey there Melita, welcome to Workplace!



I'm the Workplace Guide, and my job is to show you how Workplace works! I have loads of handy tips, tricks and docs to help you get the most out of your Workplace experience.

Are you ready to learn more?

Yes 👍

Maybe later 🕒

Yes 👍

+

📷

🗣️

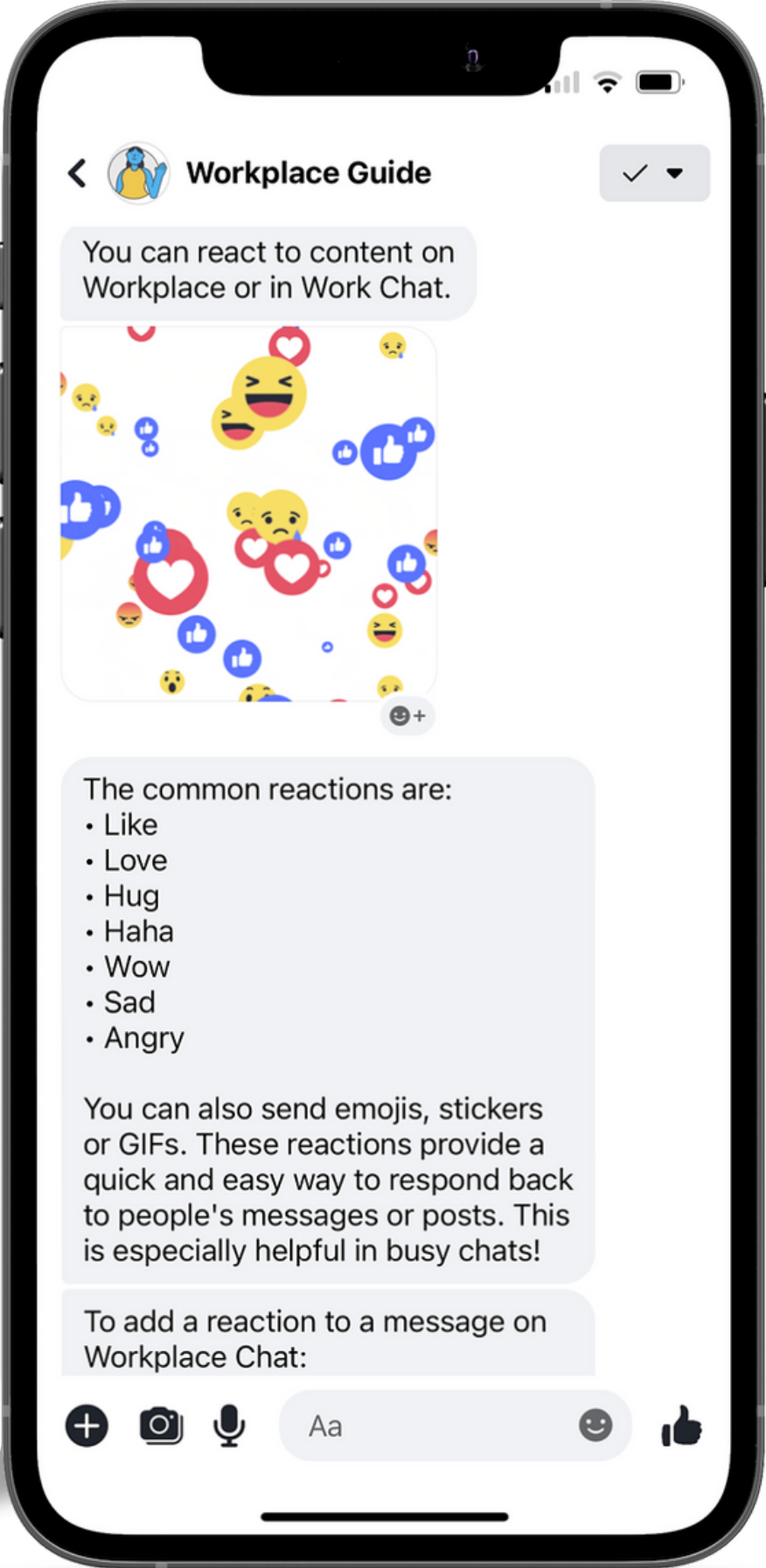
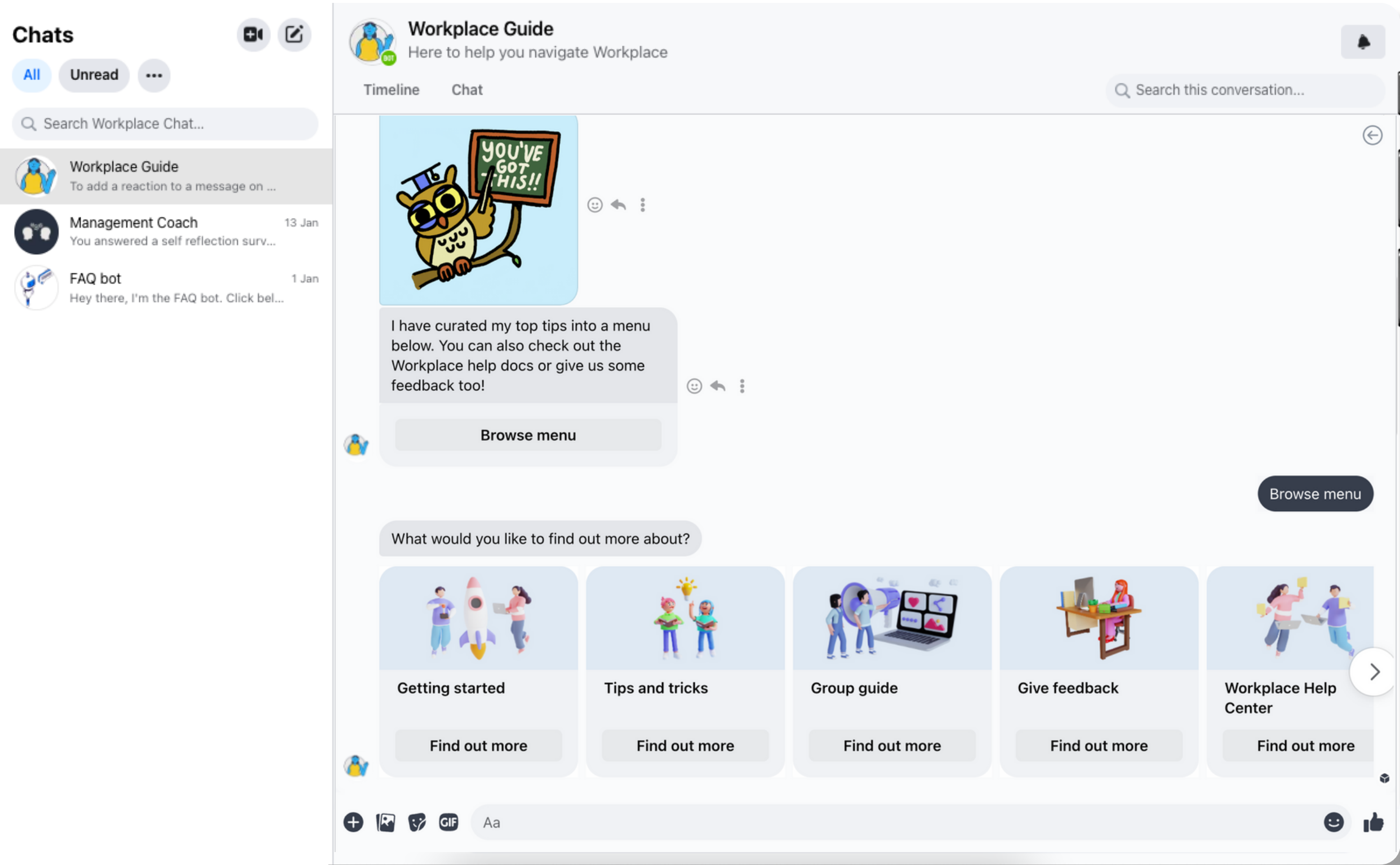
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😊

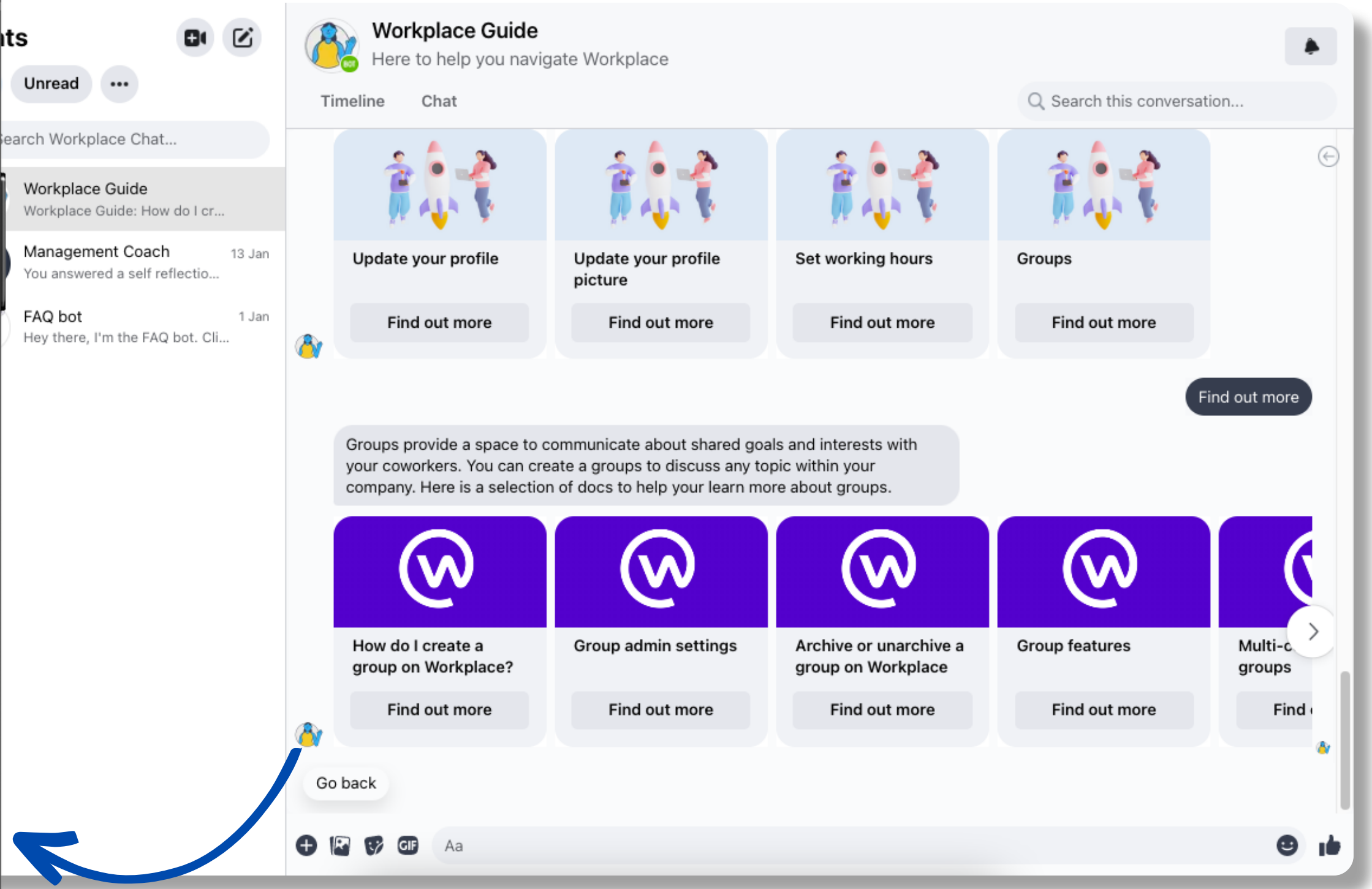
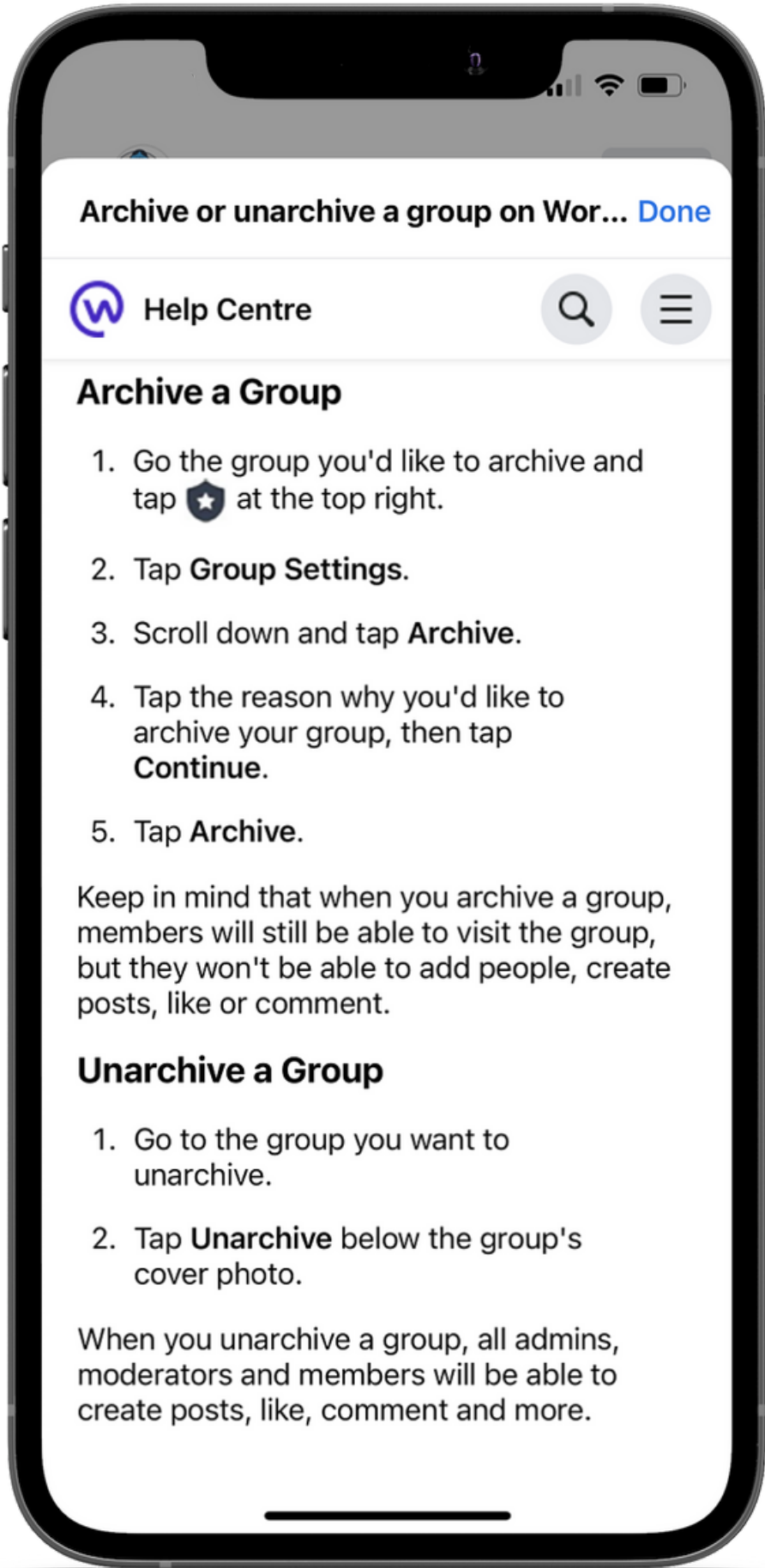
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The Bot Platform

● ● ● Explain key features and functionality to new or existing staff

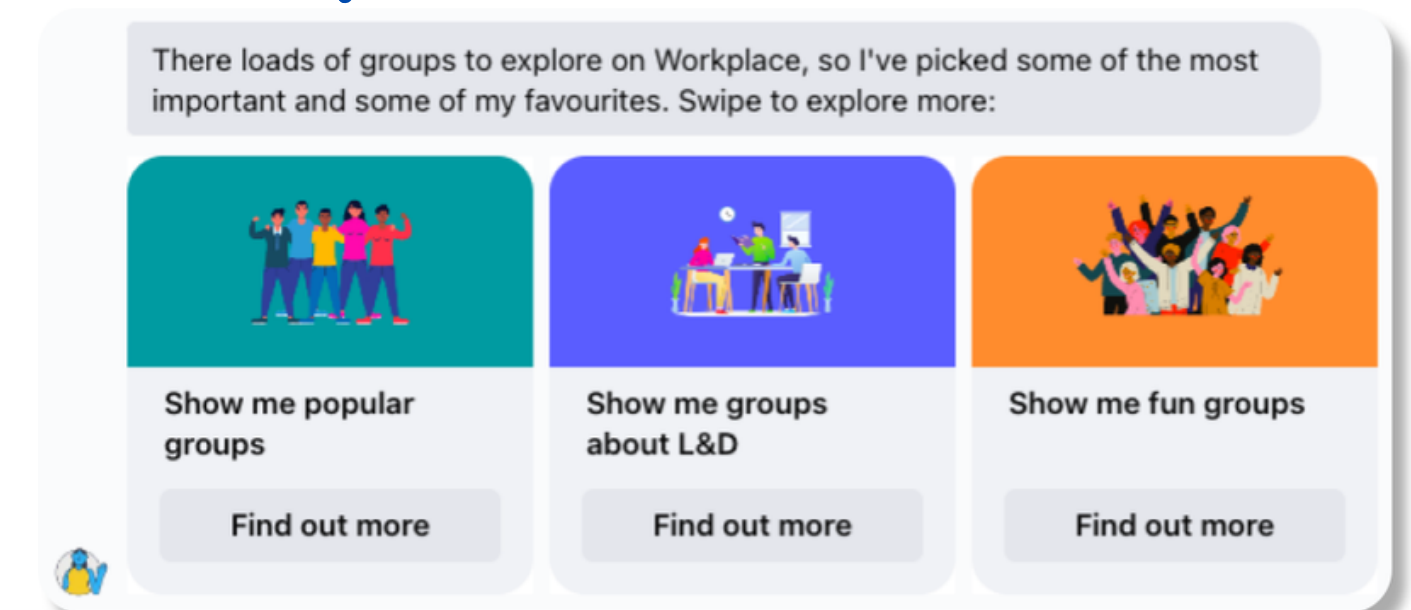
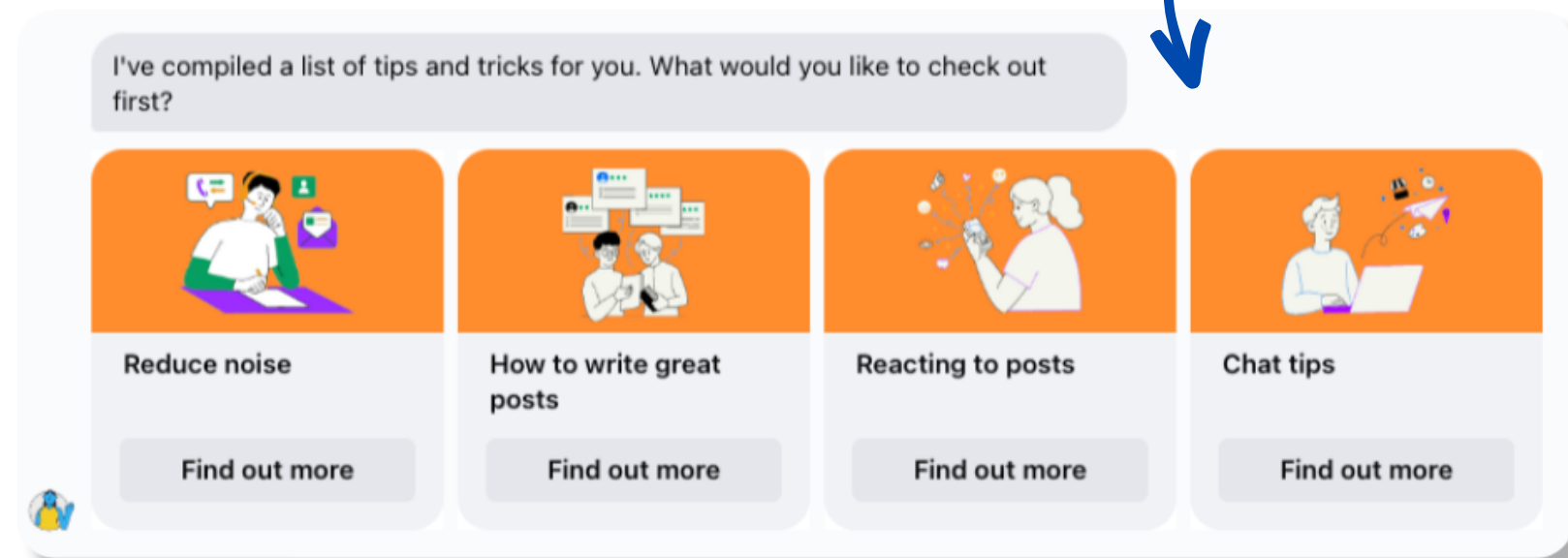
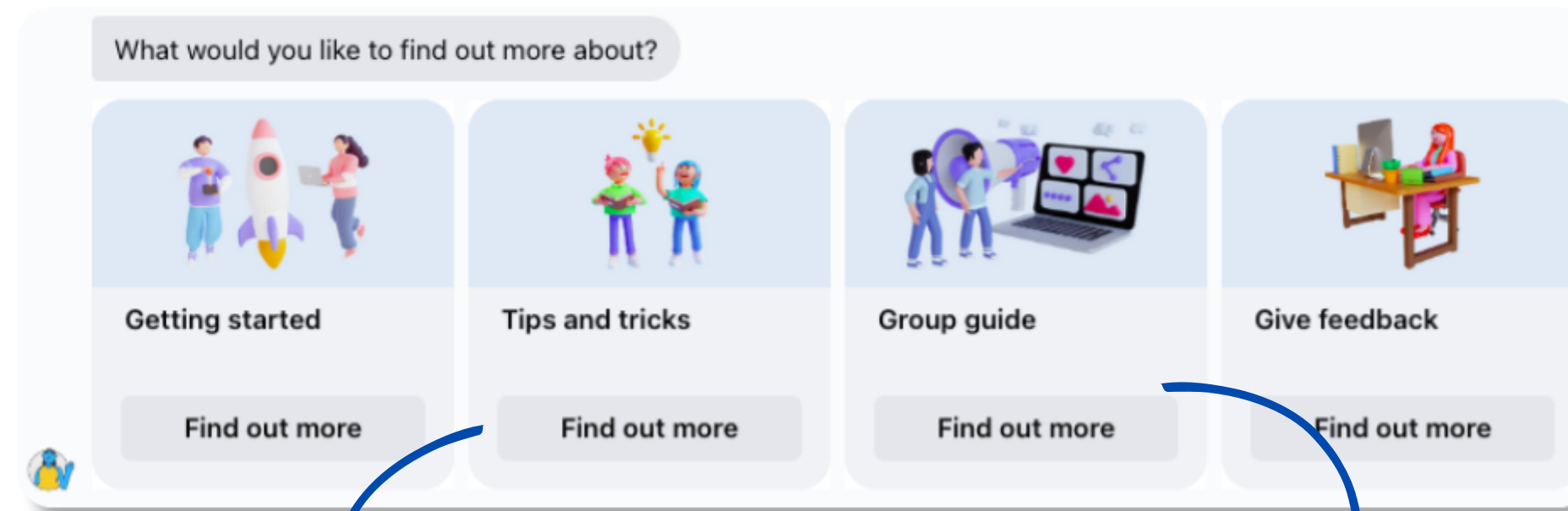


Easily accessible to all staff – whether they be desk based or frontline employees using laptops, tablets or mobile devices



● ● ● Carousels help house a breadth of different tutorials and education content

The bot includes a series of carousels that act like navigational tools. You can add up to 10 cards in a carousel, so you can easily add or swap out content to suit your company's needs. Carousels don't only link to other messages – they can also link out to videos or help docs, so you can share more long-form or pre-made content.



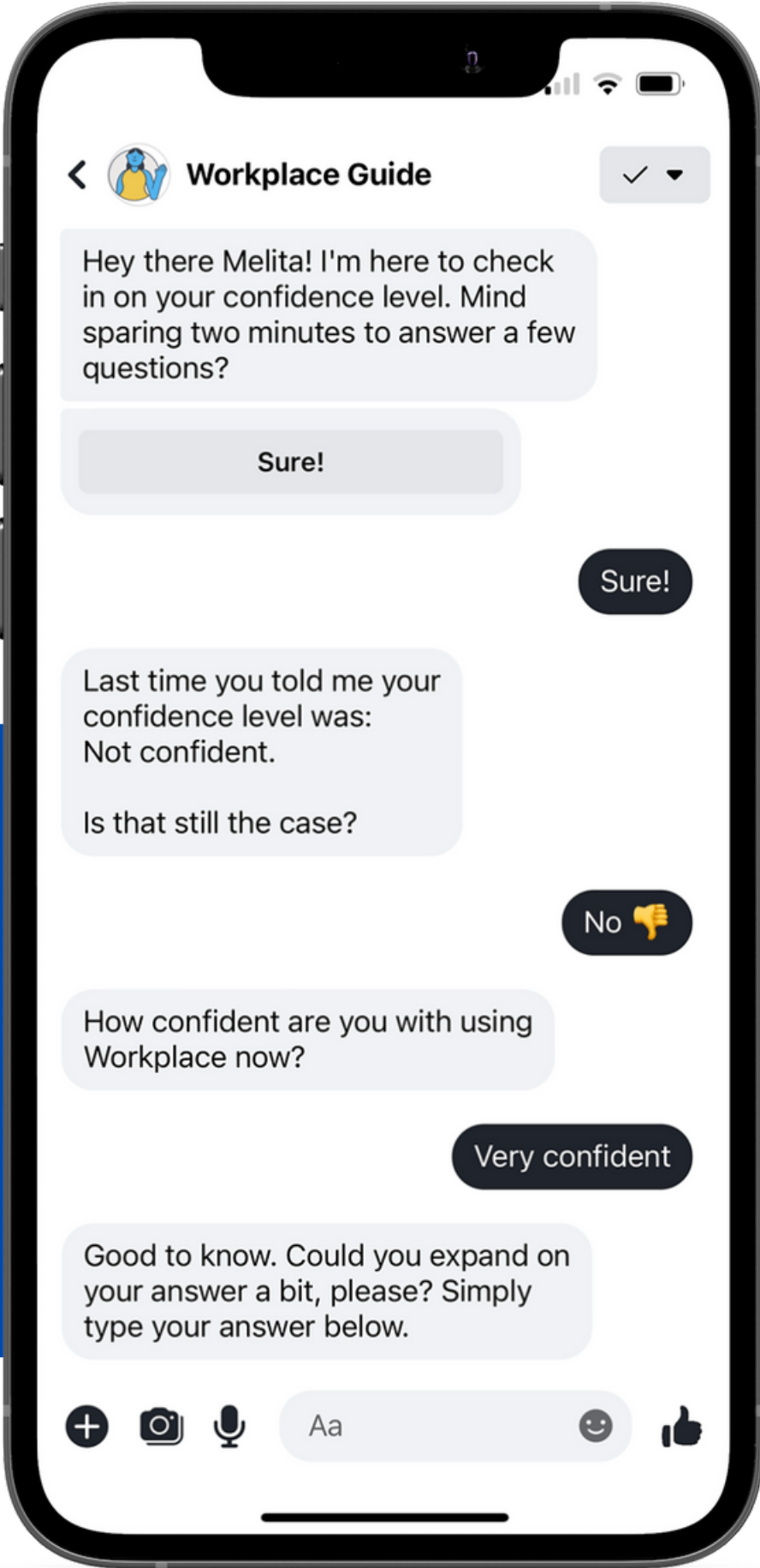
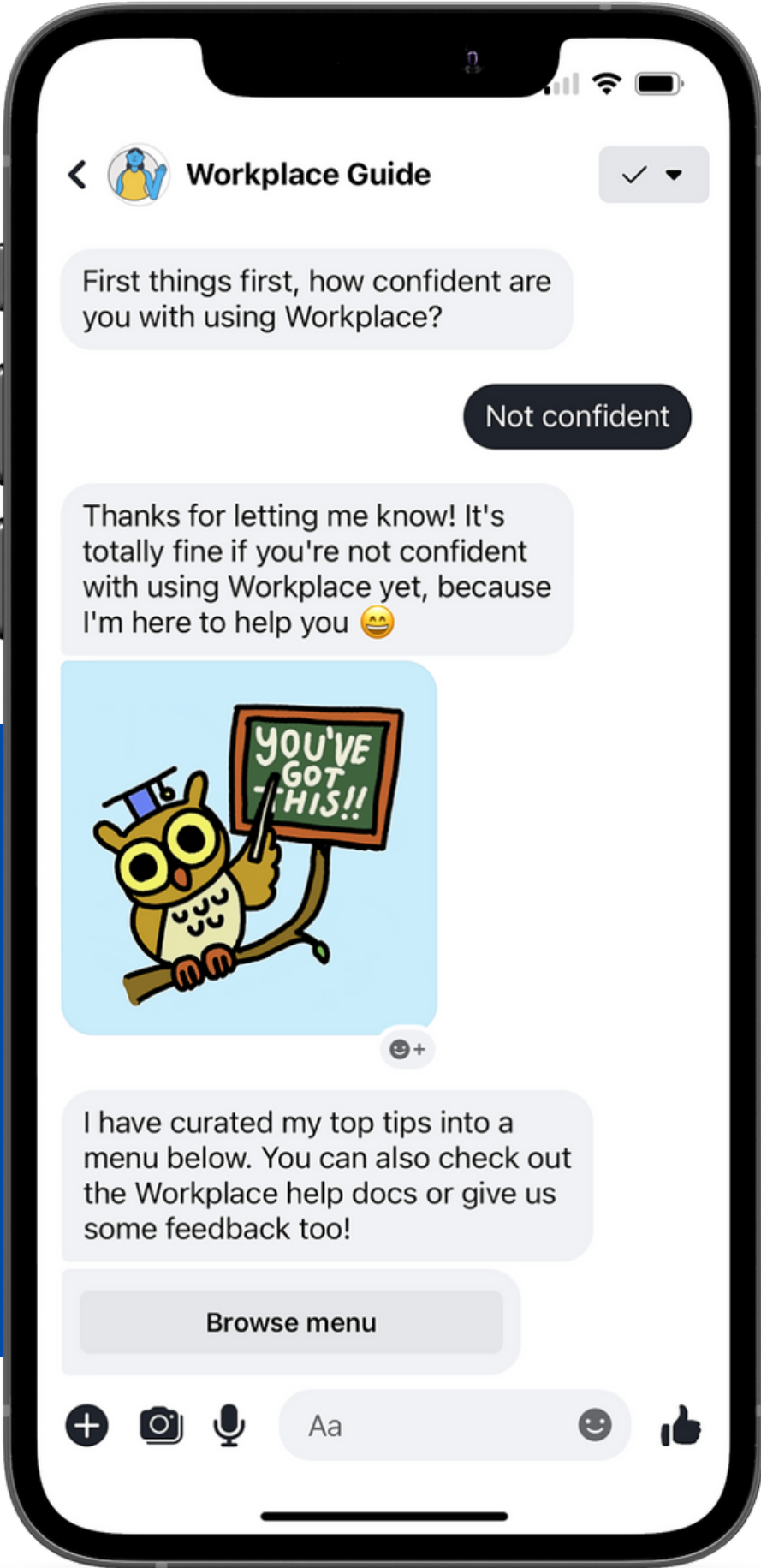
●●● Follow up with confidence surveys to understand further training needs

The Workplace Onboarder contains a survey to gauge how confident users are with using Workplace.

It's also a great way to measure how users are getting on with Workplace over time.

The survey is sent straight after the Welcome Message the first time the user interacts with the bot. They are asked to rate how confident they are with using Workplace and to expand on their answer.

Once they have responded, they can explore the bot, and their responses are saved into the data download section of the platform.

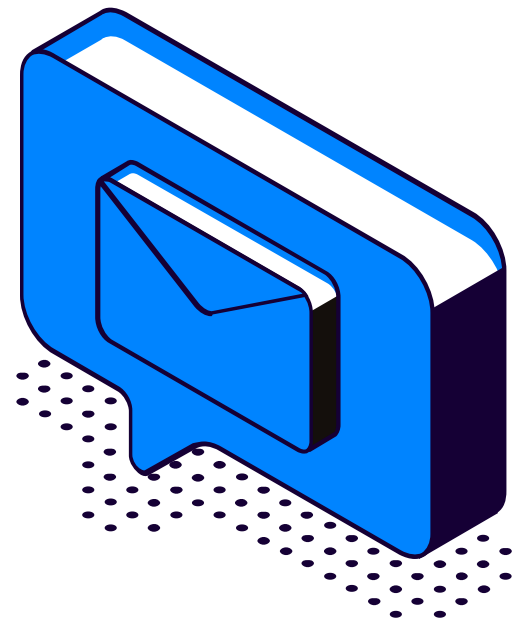


A follow up survey can then be sent out after the duration of your choice. This survey will gauge how confident the user feels about using Workplace after being onboarded.

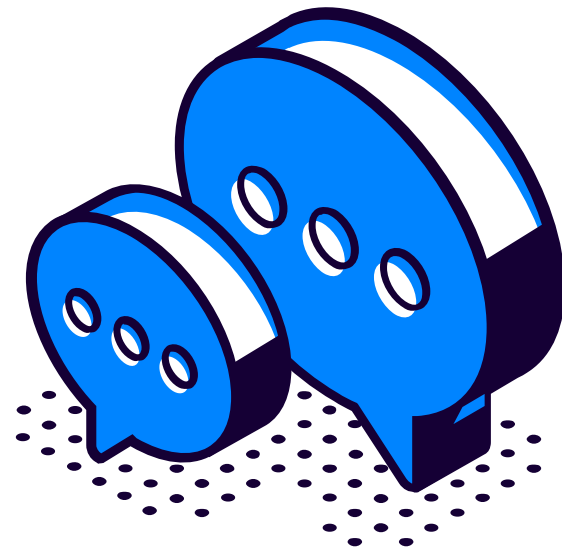
They can also expand on their answer to explain if their rating has or has not changed.

● ● ● Use Group Triggers to automatically put the Workplace Onboarder in front of new starters

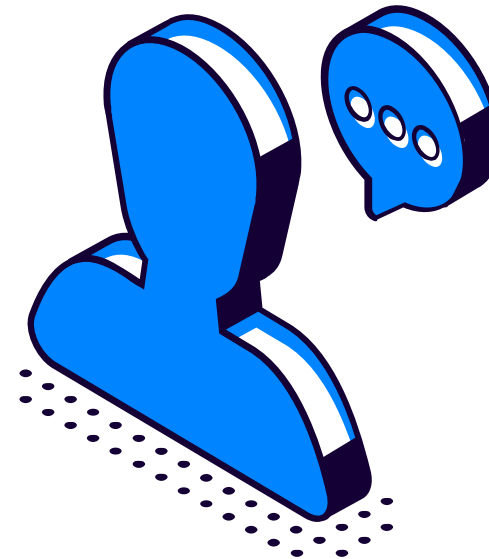
Group Triggers are one-off messages that are automatically sent to a member of your Workplace community when they join or leave a Workplace group. This is how they work in the Workplace Onboarder:



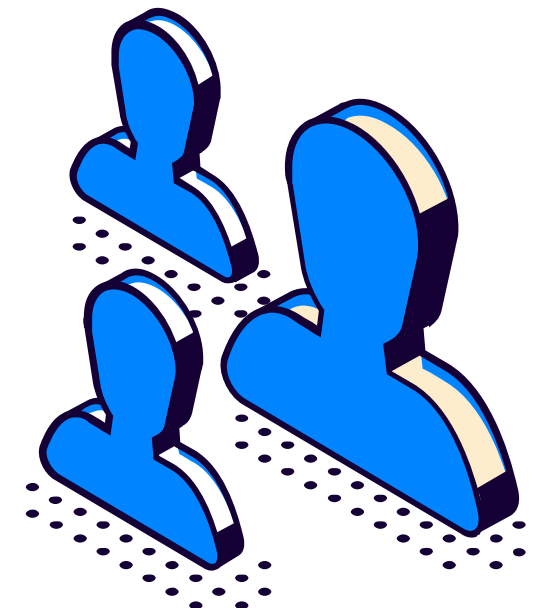
Invite a new employee to Workplace



Set up a Group Trigger to send a message from the bot in The Bot Platform



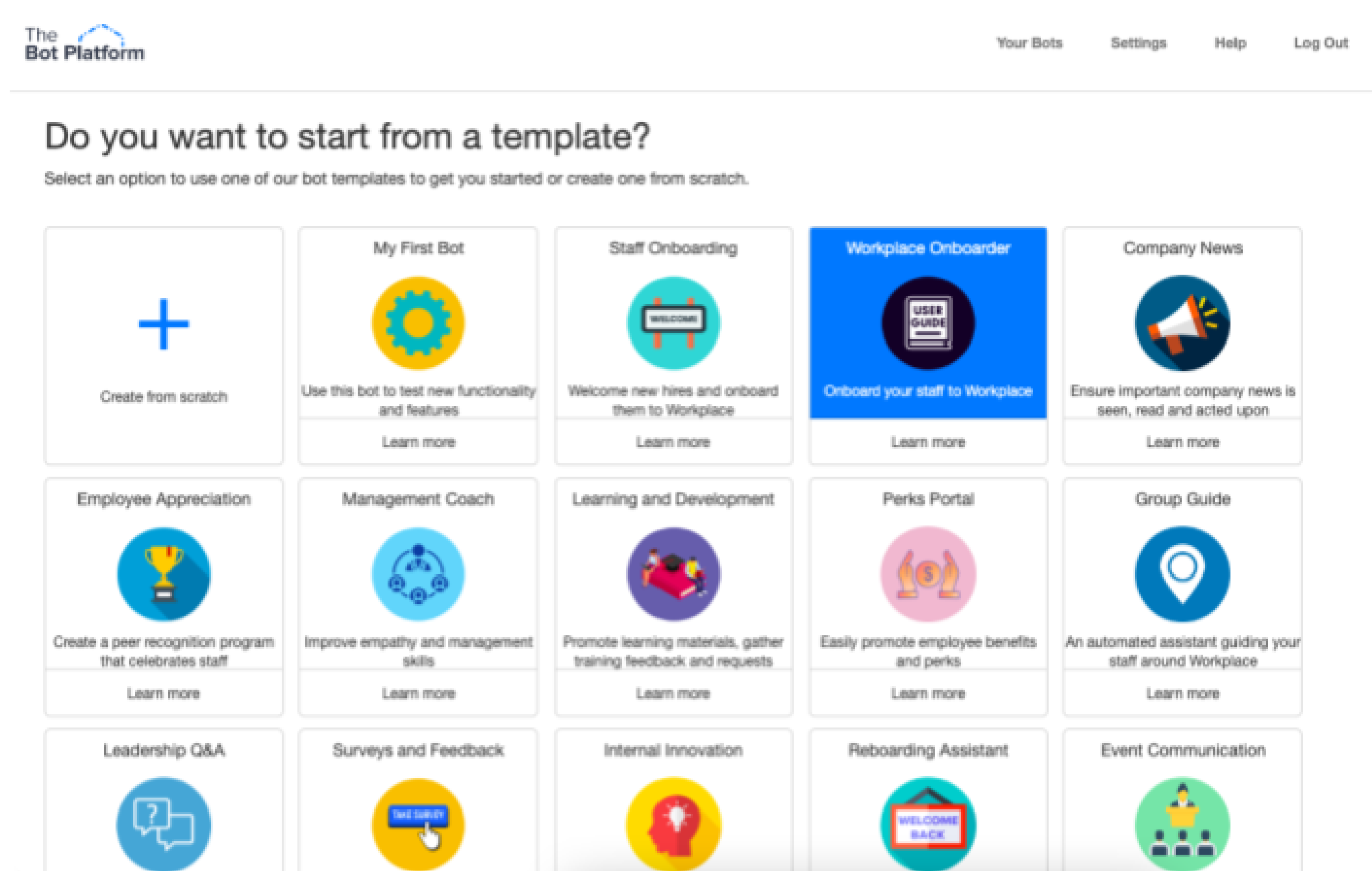
The user automatically receives a welcome message and interacts with the bot



The user becomes more confident and active members on Workplace



● ● ● A pre-built, ready to use template – that can be easily customized in minutes



Log into The Bot Platform and click the blue "Create new bot" button.

You will be taken to the template library where you'll find a selection of templates, including the Workplace Onboarder.

Simply select the Workplace Onboarder tile and name your bot. And that's it!

You can then go ahead and connect, personalise and launch your bot.



Interested in learning more?

If you want to increase and improve Workplace usage or confidence levels among your staff, then please get in touch to see if you qualify for a free trial.



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