



# CASE STUDY

NEW YORK CITY DEPARTMENT  
OF BUILDINGS  
(NYC-DOB )



How NYC-DOB Implemented AI-Powered  
Employee Service Desk To Improve  
Employee Experience

AI-powered automated solutions to employee service desk inquiries and issues - from repetitive questions to tasks and process orchestration.

We have started with automating Human Resources processes and expanding into other departments that need employee support.

## COMPANY OVERVIEW

NYC-DOB is a NY City agency focused on providing services to NY City Real estate customers, both citizen and commercial.

They provide a range of services for building permits, safety checks, maintenance services to ensure prompt and safe real estate activity.

NYC-DOB provides these services to the 5 boroughs of NY City and handles hundreds of thousands of building permits and safety inspection annually

# BUSINESS REQUIREMENTS

## Major requirements of NYC-DOB

- ◉ Provide easy access on all devices and 24\*7\*365 Human Resources support to employees during these tough COVID-19, remote working environment.
- ◉ Ability to register roll-call information for In-office, On-Field, and Teleworking of the ~2000 employee workforce daily.
- ◉ Issuance of Building Pass and reporting to track attendance.
- ◉ Ability to register attendance for future dates.
- ◉ Allow employees to upload 'Proof of vaccination' or 'Negative Covid Test Results'.



# IMPLEMENTATION TIMEFRAME

4 weeks

How Rezolve.ai helped NYC-DOB

# IMPLEMENTED

## 1 IMPROVE SOLUTIONS

### EMPLOYEE EXPERIENCE FOR HUMAN RESOURCES PROCESSES

- Provide anytime, anywhere, and any device **user-friendly access** using Rezolve.ai **chatbot** branded as BERT [Buildings Employee Resource Tool] for NYC DOB. MS Teams integration coming soon!
- Level 1 support** to Covid-19 and regular HR issues using Rezolve.ai Knowledge Management, LiveChat, and Ticketing
- Reduce the workload** of the HR support team by automating repetitive tasks and queries



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## ABILITY TO RECORD

### ATTENDANCE

- Easy **Chatbot** driven roll call capture prior to employees leaving home: **Reduce manual tracking** of attendance and delays in building entry for ~2000 employees
- Workflow driven checkpoints for Covid-19 symptoms and self-declaration to issue/deny building pass: **Safety and compliance** to HR policies
- Reporting and Analytics** for In-office, On-Field, and Teleworking staff attendance: **Proactive** information tracking on productivity and staff availability for work
- Quick uploads of Vaccination** records and Covid Test results with intelligence to prompt both for only those employees identified as pending vaccination.





# WHAT PEOPLE SAY

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# REZOLVE.ai


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BRING EMPLOYEE SERVICE DESK  
TO  MS TEAMS