Build a Chatbot for Total Rewards - Quick Start Guide

Step-by-Step Instructions

1. **Choose a chatbot platform** (e.g., Chatbase, CustomGPT.ai, or Poe).
2. **Upload your content** (e.g., Benefits FAQ, plan documents, onboarding guides).
3. **Customize the welcome message and tone**.
4. **Test with common employee questions**.
5. **Share via link, QR code, or embed on your intranet or website**.

Recommended Free/Low-Cost Tools

- **Chatbase.co**: Free & paid plans; upload PDFs or links.
- **CustomGPT.ai**: Great for large document sets; no coding.
- **Poe.com**: Simple and conversational; limited training options.
- **Botpress.com**: More advanced; free tier available.

Common Total Rewards Use Cases

- Benefits FAQs during open enrollment.
- Explaining compensation terminology or pay ranges.
- New hire onboarding checklists and benefits enrollment steps.
- Directing employees to HR contacts or portals.

Links to Chatbot Platforms

- Chatbase (https://www.chatbase.co)
- CustomGPT (https://www.customgpt.ai)
- Poe (https://www.poe.com)
- Botpress (https://www.botpress.com)

AI Policy & Privacy Considerations

- Avoid uploading documents with PII or PHI.
- Use tools that don't train on your data or offer private data modes.
- Add a disclaimer: "Responses are for information only. Plan documents govern."

Tips for Writing Good Chatbot Answers

- Keep responses short and direct.
- Use employee-friendly language; avoid jargon.
- Write in a helpful, neutral tone.
- Add fallback responses like: "Please reach out to HR for more help."