

PRODUCT BOOK

HR Policy Assistant

AI agent, Knowledge Q&A: starts when a person asks, uses documents, answers

Employees ask HR policy questions and get answers from the HR handbook, with the source shown.

- **Ready** Complete: these specs are ready to export.

THE PRODUCT

For whom

Employees of a mid-sized company, and the HR team that answers their questions today.

Their problem

Employees can't find policy answers quickly, so they email HR, who answer the same questions every week.

Why they would choose it

A trustworthy answer in seconds, taken only from the company's own HR documents, with the source shown.

What it covers

- Answering HR policy questions from the HR handbook.
- Keeping the documents up to date.

What it deliberately won't do

- Giving legal advice.
- Answering questions about individual salaries.

First release

Employees can ask policy questions and get answers with sources; HR updates documents by hand for now.

- UC-01 Ask a policy question

WHY

Employees spend time searching the HR handbook and asking HR the same questions.

VISION

Employees get a trustworthy answer to any HR policy question in seconds, and HR spends its time on people instead of repeated emails.

TODAY AND ALTERNATIVES

Employees email HR or search the intranet, and answers take days.

A longer FAQ page was considered but goes out of date quickly; a dedicated HR helpdesk person was too costly.

HOW WE'LL KNOW IT WORKS

- Half as many policy emails to HR within three months.
 - Employees rate answers useful.
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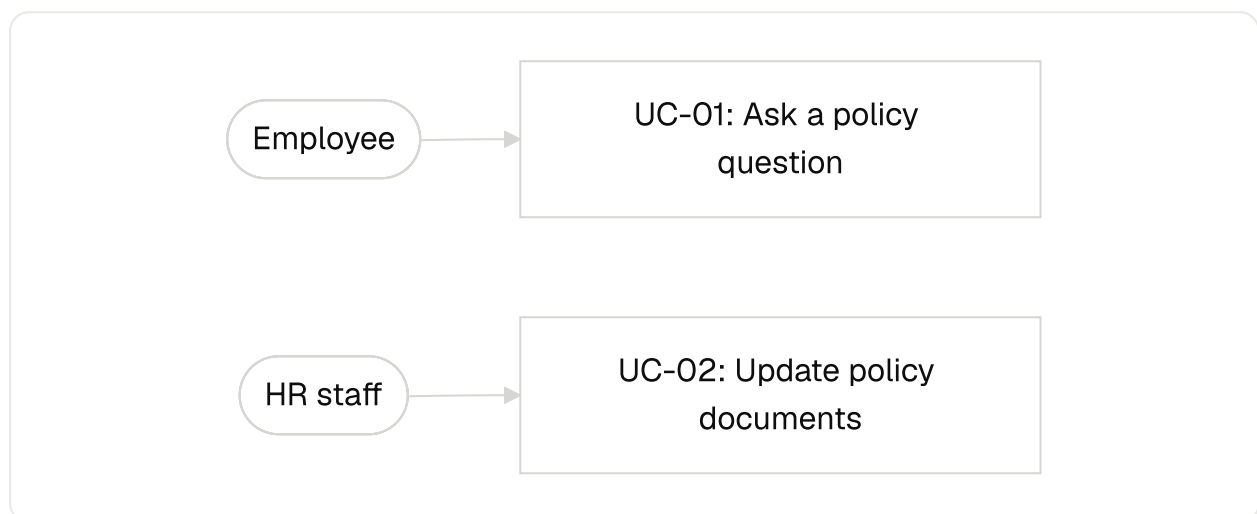
WHAT IT MAKES POSSIBLE

- Employees can ask questions about HR policies in plain language.
 - HR staff can keep the policy documents the agent answers from up to date.
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EXPECTED IMPACT

Fewer repetitive questions to the HR team.

WHO DOES WHAT



USE CASES

UC-01: Ask a policy question • First release

Primary actor: Employee

Before it starts

- At least one policy document is available.

Main flow

1. The employee asks a question in plain language.
2. The agent finds the relevant passages in the policy documents.
3. The agent answers and lists the documents it used.

Alternate flow 2a. No relevant passage is found

1. The agent says it cannot answer from the documents and suggests contacting HR.

Afterwards

- The employee has an answer with its sources, or knows to contact HR.

Business rules: [BR-01](#) Answers come only from the documents, [BR-02](#) Answers cite their sources

Uses: Policy Document, Passage

Referenced by [policy-answers: Answer from documents only](#), [policy-answers: Cite sources](#)

UC-02: Update policy documents • Later

Primary actor: HR staff

Before it starts

- The HR staff member is allowed to manage documents.

Main flow

1. HR staff adds, replaces or removes a policy document.
2. The agent uses the new set of documents for later questions.

Afterwards

- Answers reflect the current documents.

Business rules: [BR-03](#) Only HR manages documents

Uses: Policy Document

Referenced by [policy-documents: Only HR manages documents](#)

BUSINESS RULES

BR-01: Answers come only from the documents

The agent answers only with information found in the policy documents.

Applied in [UC-01](#)

Referenced by [policy-answers: Answer from documents only](#)

BR-02: Answers cite their sources

Every answer lists the documents it is based on.

Applied in [UC-01](#)

Referenced by [policy-answers: Cite sources](#)

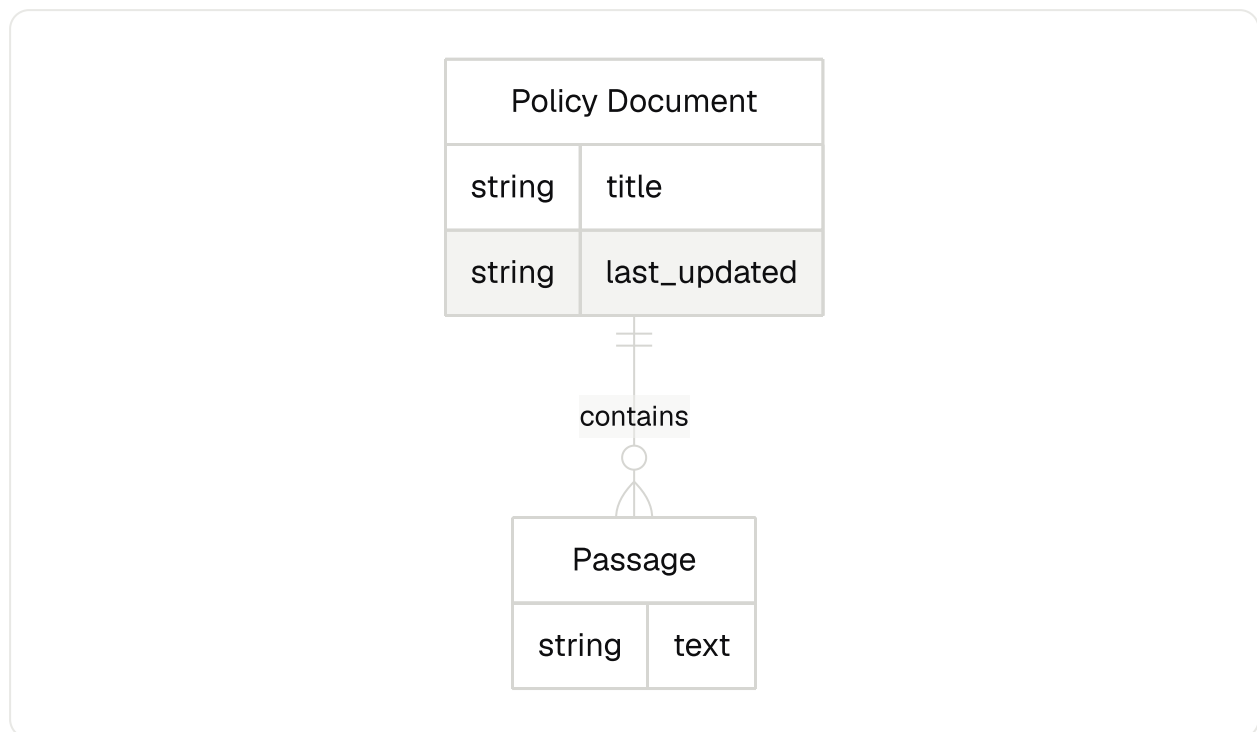
BR-03: Only HR manages documents

Only HR staff can add, replace or remove policy documents.

Applied in [UC-02](#)

Referenced by [policy-documents: Only HR manages documents](#)

INFORMATION IT WORKS WITH



Policy Document

A document from the HR handbook.

- **title**: The document's title.
- **last updated**: When HR last changed it.

Passage

A part of a policy document that can answer a question.

- **text**: The content of the passage.

SYSTEMS AND CONNECTIONS

Where it starts

Microsoft Teams: Employees ask their questions in a Teams chat and get the answer there.

Where knowledge lives

SharePoint: The agent reads the HR policy documents from the HR SharePoint site.

REQUIREMENTS

policy-answers

Lets employees get answers to HR policy questions grounded in the official policy documents.

Answer from documents only

The agent SHALL answer policy questions only with information found in the policy documents (UC-01, BR-01).

Question covered by a document: when an employee asks a question covered by a policy document, then the agent answers using that document.

Question not covered: when an employee asks a question no document covers, then the agent says it cannot answer and suggests contacting HR.

Cite sources

Every answer SHALL list the policy documents it is based on (UC-01, BR-02).

Answer with sources: when the agent answers a question, then the answer lists the titles of the documents used.

policy-documents

Lets HR staff manage the set of policy documents the agent answers from.

Only HR manages documents

The system SHALL allow only HR staff to add, replace or remove policy documents (UC-02, BR-03).

Employee tries to upload: when an employee who is not HR staff tries to add a document, then the system refuses the change.