

EMMA HR

Source Documents & Sample Questions

What is this?

EMMA HR is an **AI voice agent** that answers questions about Emerson Costa Rica's **HR policies and onboarding information**. This document lists the source documents that EMMA HR has access to, along with sample questions you can ask to test the system.

Source Documents

EMMA HR's knowledge base contains **two categories** of documents:

Category 1: HR Demo Documents (5 files)

These are **standalone HR policy documents** created for the EMMA HR demo.

#	Document ID	Document Name	Content
1	DEMO_1	Training Chart	List of available training courses with codes, names, applicable level (Everyone/Managers), and time invested

#	Document ID	Document Name	Content
2	DEMO_2	Carpooling Policy	Rules for the carpooling program including eligibility, app usage, driver/passenger requirements, and incentives (gift cards, preferred parking)
3	DEMO_3	Dress Code Policy	Guidelines for appropriate workplace attire, prohibited clothing items, accessories rules, and disciplinary actions
4	DEMO_4	Hybrid Work Policy	Regulations for remote/hybrid work including eligibility, number of remote days allowed, workspace requirements, and employee obligations
5	DEMO_5	Overtime Policy	Overtime approval process, how to log overtime in Oracle HCM Cloud, work shift definitions, and pay calculations

Effective Date: January 2025

Category 2: Onboarding Demo Documents (10 files)

These documents were created by **chunking the original "NEW ONBOARDING 2025" handbook** (in Spanish) into smaller sections and translating them to English, since EMMA HR's default language is English.

Original Source: NEW ONBOARDING 2025 (screen-compressed).pdf

#	File Name	Topic	Page Range
1	NO1_General_Aspects_2025_1-35.pdf	General Aspects	Pages 1-35
2	NO2_Health_Occupational_Safety_2025_41-55.pdf	Health & Occupational Safety	Pages 41-55
3	NO3_Workplace_Services_2025_57-87.pdf	Workplace Services	Pages 57-87
4	NO4_Regulatory_Compliance_2025_89-112.pdf	Regulatory Compliance	Pages 89-112
5	NO5_Cybersecurity_2025_114-123.pdf	Cybersecurity	Pages 114-123
6	NO6_Information_Technology_2025_125-140.pdf	Information Technology	Pages 125-140
7	NO7_Insurance_2025_142-155.pdf	Insurance	Pages 142-155
8	NO8_ASOEMERSON_2025_156-174.pdf	ASOEMERSON (Employee Association)	Pages 156-174
9	NO9_Payroll_Benefits_2025_176-184.pdf	Payroll & Benefits	Pages 176-184

#	File Name	Topic	Page Range
10	NO10_HCM_Information_2025_185-211.pdf	HCM Information	Pages 185- 211

Note: The onboarding documents are not as well structured as the HR demo documents, so for **testing the knowledge base**, we recommend using the sample questions below which focus on the HR demo documents.

Sample Questions to Ask EMMA HR

These questions are designed to test EMMA HR's ability to **retrieve information** from the **HR Demo Documents**. They are natural questions an employee might ask, with answers that can be clearly found in the source documents.

Question 1: Training

"What trainings are available for everyone at Emerson?"

Expected topics in response:

- Office Safety (0.5 hours)
- Inclusive Leadership for All (1.5 hours)
- Environmental Responsibility (0.75 hours)
- Continuous Improvement Workshop (8 hours)
- And others marked as "Everyone" level

Source: Training Chart (DEMO_1)

Question 2: Carpooling

"What incentives do I get for carpooling?"

Expected topics in response:

- Passengers receive a 10,000 colones gift card for every 10 trips per month
- Drivers receive a 15,000 colones gift card for every 10 trips per month
- Preferred parking spaces available for carpool users

Source: Carpooling Policy (DEMO_2)

Question 3: Dress Code

"Can I wear jeans and sneakers to work?"

Expected topics in response:

- Yes, jeans and sneakers are allowed
- Must be in good condition
- Must have a professional style
- Torn or ripped jeans are not permitted

Source: Dress Code Policy (DEMO_3)

Question 4: Hybrid Work

"How many remote work days can I have per week?"

Expected topics in response:

- Managers (CRLT members, gerentes): 1 remote day per week
- Other employees: Up to 2 remote days per week

- Requires HR approval via ticketing system
- Contract addendum must be signed

Source: Hybrid Work Policy (DEMO_4)

Question 5: Overtime

"How is overtime paid on Saturdays and Sundays?"

Expected topics in response:

- Saturdays: Paid at 1.5x base pay
- Sundays: Paid at 2x (double time) for employees with weekday schedules
- Overtime must be pre-approved by direct supervisor
- Logged in Oracle HCM Cloud system

Source: Overtime Policy (DEMO_5)

Requesting an Email Report

Authorized leaders can request an **email summary** of a conversation. The report includes questions asked, answers provided, and source links.

Example request:

"Please send me an email summary of this conversation."

What to Expect From EMMA HR

- Answers are based only on the **available knowledge base**
- Each answer includes **source references**
- If a question is unclear, EMMA HR may ask for clarification

Disclaimers (Prototype)

- The knowledge base is limited to **demo documents**
- Some documents are **high-level and not exhaustive**
- EMMA HR cannot go beyond the content of the knowledge base

Tips for Testing

- **Speak naturally** - EMMA HR understands conversational language
- **Be specific** - Ask about one topic at a time for clearer answers
- **Follow up** - You can ask follow-up questions for more details
- **Try variations** - The same question can be asked in different ways