

# EMMA HR

## Prototype User Guide

### **Prototype Status Disclaimer (Read First)**

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EMMA HR is a **functional prototype**, not a finished product. It is intended for demonstration and validation only. Improvements may happen in the future, but they are outside the scope of this phase.

### **What EMMA HR Is**

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EMMA HR is an **AI voice agent** that helps users access HR information stored in SharePoint. It allows users to ask questions and receive direct answers during the prototype phase.

### **EMMA HR Tools (Prototype)**

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EMMA HR uses the following tools:

- **Answer Retrieval Tool** Searches the demo SharePoint knowledge base and returns answers with source URLs.
- **Automated Sync Tool** Keeps the knowledge base aligned with the demo SharePoint content.

- **Document & Browser Vision Tool** Reads PDFs and structured documents to extract relevant information.
- **Email Report Tool** Generates structured HTML email summaries. Available only to authorized leaders.
- **Observability & Logging Tooling** Stores conversation messages, tool usage, and retrieval decisions in a PostgreSQL database for traceability and evaluation.

## Language (Prototype Configuration)

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**English is the primary response language.** Users may ask questions in Spanish, Romanian, or Filipino (Tagalog). Responses are configured to be delivered primarily in English.

## Who Can Use EMMA HR (Prototype Access)

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Access is restricted to **authorized leaders**. This restriction applies to all EMMA HR features.

## Authentication (Demo)

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Authentication is required at the start of each session. Users provide their name and company email address. Authentication is simulated for demo purposes. A similar authentication flow would be expected in production.

## Knowledge Base and Documents

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EMMA HR uses a demo SharePoint environment to provide a realistic experience. Documents were provided by Daniel Quesada, Operational Excellence Specialist. Production SharePoint is not modified or accessed.



## Documents Included in the English Knowledge Base

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- Training Chart
- Carpooling Policy
- Dress Code Policy
- Hybrid Work Policy
- Overtime Policy
- HR Handbook sections (NO1–NO10)



## How to Ask Questions

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Ask one topic at a time. Use clear and specific wording. Ask questions naturally, as you would ask a person.

*Example: "Which safety-related training courses are listed for employees in 2025, and how many hours does each course take?"*



## Example Questions (Prototype)

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The prototype includes one clear example question per document, including the approved safety training question from the Training Chart.

## Requesting an Email Report

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

## Examples of Email Report Requests

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Use simple, direct phrasing.

*Example: "Please send me an email summary of this conversation."*

## What to Expect From EMMA HR Answers

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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 and Limitations (Prototype)

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- 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.
- There is no real connection to Oracle HCM or other production systems.
- All integrations shown are simulated for demo purposes.