

Optimizing Policy Accessibility and Usability: Integrative AI Solutions with Box and ChatGPT Enterprise in Corporate Environments

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ABSTRACT

Policies and procedures are vital for any organization, providing a structured roadmap for daily operations. They ensure legal compliance, offer guidance for decision-making, and streamline internal processes. However, their effectiveness is diminished if employees cannot easily access or search through them. As technology becomes more embedded in our lives, corporate organizations are increasingly turning to Artificial Intelligence (AI) solutions, especially for remote and hybrid workforces. This article examines the potential of using ChatGPT Enterprise and BOX to create an efficient AI assistant tailored for organizational employees. By integrating these technologies, organizations can improve the accessibility and efficiency of their policies and procedures, ensuring that the workforce has easy access to an up-to-date manual.

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Introduction

A survey by GuideSpark revealed that 43% of millennial employees and 30% of non-millennial employees hadn't read most of their employee handbooks [3]. Furthermore, over one-third of employees didn't even know where their handbooks were [3]. Accessibility and usability are crucial for effective policy use [4]. Across an organization, the easier and more intuitive it is to access and utilize policies and procedures, the more frequently they will be used by the workforce, leading to faster adoption rates. Important usability features, such as searchability and ensuring the user has the most recent version of a policy, significantly enhance confidence in the system [4].

This issue is problematic because employees need to refer to policies at any time and search for specific company policies with ease [3]. Without easy access to an up-to-date policy and procedure manual, employees may not follow the correct procedures [3]. Therefore, it is crucial for organizations to have an integrated solution that leverages a document management system, such as Box, combined with an AI-assisted interface. This setup would allow employees to easily access company policy documents and search through them quickly, ensuring they find the specific policy and procedure without wasting productive time. Additionally, it should guarantee that employees do not end up with an outdated version of the policy [2].

Problem Statement

Companies use various document management tools available in the market to store, manage, and track policy and procedure documents owned by the Human Resources (HR) team. Tools like SharePoint, OneDrive, and Box are commonly used by HR

teams to store and edit policy documents, while organizations typically use an intranet to host these documents for employees [1]. A dedicated area on the company intranet contains the most up-to-date versions of all company forms, policies, and official documents, ensuring ease of access and time savings for employees [1].

As organizations grow, the frequency and volume of their policies and procedures also increase to keep up with the expanding workforce and evolving needs. This makes it challenging for employees to locate relevant policy documents or search for specific company policies. Consequently, employees often find themselves unsure of where to look or how to find answers to their policy or procedure-related questions. This frustration can be mitigated by employing an AI assistant to quickly provide the needed information [5].

An AI assistant tool that enables employees to search and access policies using keywords would be an efficient solution. Instead of sifting through systems or asking multiple colleagues, employees could simply query the AI assistant to find what they need, as long as the information exists [5].

Solution

ChatGPT Enterprise

ChatGPT Enterprise is a subscription-based service from OpenAI that offers enterprise-grade security and privacy, unlimited higher-speed GPT-4 access, extended context windows for processing longer inputs, advanced data analysis capabilities, and customization options [6]. Organizations retain ownership and control over their business data in ChatGPT Enterprise [6]. OpenAI does not train its models on company data or conversations, and their models don't learn from the company's usage [6]. ChatGPT Enterprise is SOC2 compliant, and all conversations are encrypted both in transit and at rest [6]. The new admin console enables

organizations to manage team members efficiently, offering domain verification, SSO, and usage insights, facilitating large-scale enterprise deployment [6]. Custom GPTs can be created with minimal or no code to perform various tasks. Organizations can develop an AI-assisted chatbot for their employees by integrating ChatGPT Enterprise with the document management system 'Box' using APIs, including Name, Description, Instructions, Actions, and Schema.

Box.com - Document Management

Box is a cloud-based file-sharing solution designed for enterprises to store business documents and collaborate on projects. Its clean, simple, and clear user interface (UI) enhances usability. Box for Business extends functionality beyond cloud storage and file-sharing by adding synchronization and collaboration features. It includes Metadata and Custom Tags functionalities, which enforce uniformity, reduce errors, accelerate data entry, and enable advanced searches [7]. Metadata can transform content into actionable information by including descriptions, tags, labels, and other attributes that make data meaningful [7]. It can also include identifiers, classifications, and other information that facilitate integration with other systems [7]. Enhanced search by metadata is an immediate out-of-the-box benefit once metadata is applied to content [7].

Organizations can create custom GPTs (or chatbots) for their employee workforce by integrating Box with ChatGPT Enterprise. This AI-assisted chatbot would leverage both Box and ChatGPT Enterprise functionalities to streamline the search for company policies and procedures, reducing the time employees spend finding specific policies and making it easier to search using natural language queries. This integration not only increases the accessibility of company policies to employees but also enhances their appreciation of company policies. Additionally, it improves overall workforce productivity by allowing employees to focus on more strategic tasks rather than spending time retrieving policies from the intranet.

Integrate Box.com with ChatGPT Enterprise

The company's technology team can create a custom GPT called "Company Policy and Process Assistant" in ChatGPT Enterprise and configure it to connect to the "Company Policy & Procedure" folder in Box, creating an AI search assistant for all employees in the organization.

The following figures illustrate the details of the GPT, Box folders, and its configuration to integrate both systems:

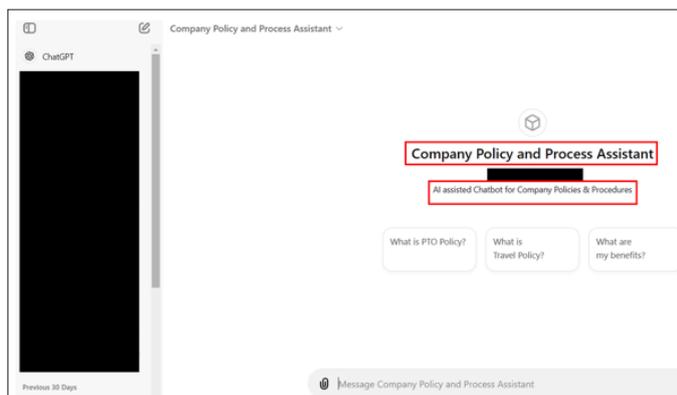


Figure 1: The GPT "Company Policy and Process Assistant" for the Employees



Figure 2: Displays the "Instructions" with a Pointer to the Default Folder in Box



Figure 3: 'Action' Configuration for Connection to Box

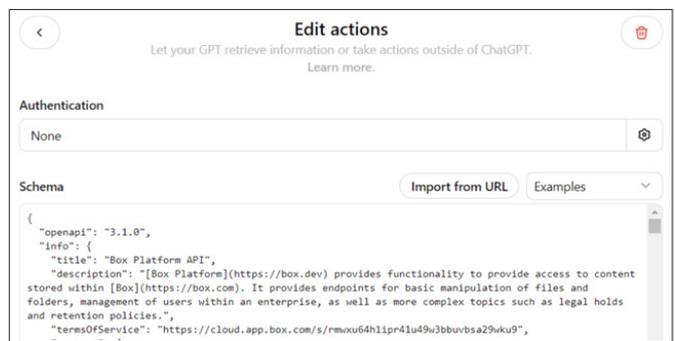


Figure 4: Schema Configuration for Connection to Box



Figure 5: Box folder 'Company Policy & Procedure' Containing the Company Policy Document

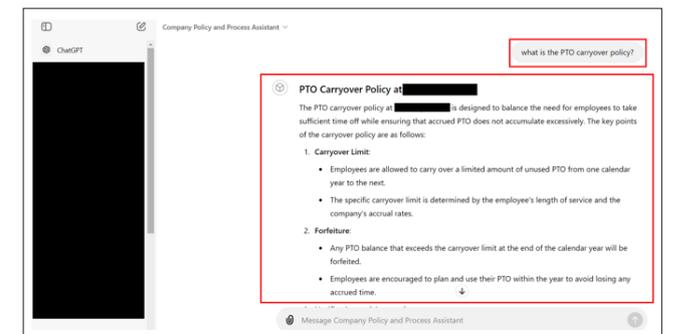


Figure 6: An Example of the Chatbot's Response to Employee's Question about the PTO Carryover Policy

Integrating Box with ChatGPT Enterprise offers an efficient solution for managing and accessing company policies and procedures. This integration enhances operational efficiency and streamlines the usability of policy documents within the organization.

Impact

Policies and procedures significantly impact a business's internal operations by providing the foundation for day-to-day activities [1]. Many companies now use corporate intranets as central repositories for employees to access policy and procedural documents [1]. However, as the volume of documents and intranet content grows, finding specific policies becomes challenging.

Integrating Box with ChatGPT Enterprise to create a custom AI-assisted chatbot profoundly benefits employees by significantly reducing the time spent navigating the intranet to find relevant organizational policies. Box's metadata and tags functionality enhances search capabilities, enabling employees to efficiently use natural language keywords. As ChatGPT Enterprise learns from usage, it becomes more adept at understanding employee queries, further improving search accuracy over time. This AI-assisted chatbot streamlines the company policy retrieval process and alleviates the HR team's workload by enabling employees to locate needed information independently. Overall, this integration improves accessibility to policy documents, reducing workplace conflicts and errors, and enhancing job satisfaction and productivity.

Conclusion

Integrating Box with ChatGPT Enterprise provides an efficient solution for managing and accessing company policies and procedures, thereby enhancing operational efficiency and streamlining the usability of policy documents within an organization. This integration offers several key benefits:

- Enhanced Accessibility and Usability:** Employees can easily access and search for specific policies using natural language queries, thanks to the combined functionalities of Box and ChatGPT Enterprise. This reduces the time and effort spent navigating through the company intranet.
- Improved Search Capabilities:** The metadata and tags functionality of Box enhances search capabilities, allowing employees to efficiently find relevant policies and procedures. As ChatGPT Enterprise learns from usage, it becomes more adept at understanding employee queries, further improving search accuracy over time.
- Increased Productivity:** By streamlining the policy retrieval process, the AI-assisted chatbot reduces the workload on the HR team and allows employees to focus on more strategic tasks. This results in improved overall productivity and job satisfaction.
- Enhanced Compliance and Decision-Making:** Easy access to up-to-date policies ensures that employees are always aware of the correct procedures to follow, which is crucial for maintaining compliance with laws and regulations and for informed decision-making.
- Reduced Workplace Conflicts and Errors:** With reliable access to the latest policies, employees can avoid misunderstandings and errors, leading to a more harmonious and efficient workplace.

In conclusion, the integration of Box with ChatGPT Enterprise to create a custom AI-assisted chatbot significantly benefits organizations by making policy documents more accessible, improving search efficiency, and enhancing overall operational productivity. This technological advancement supports the dynamic needs of modern workplaces, especially in the context of remote and hybrid work environments, ensuring that employees have the tools they need to stay informed and productive.

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