



CASE STUDY

THE CHALLENGE

Care.com HR, IT, and Facilities teams sought out a more efficient and streamlined way to support their employees' FAQs, across the US and in Germany. Typically, employees would ask questions to various group inboxes for benefits, payroll, and people operations.

Additionally, Care.com uses Slack as its collaboration tool and employees often ask questions in a People Operations channel and HR would reply. But it required continual monitoring and delivering manual responses. At times, there was concern about the consistency of answers to questions with many recent business and policy changes..

Care.com wanted to create efficiencies in employee onboarding while providing support for a variety of FAQs. Care.com wanted a 24/7, self-service solution that would provide their employees (in various countries and remote), with instant and consistent answers to their commonly asked questions.

OUR SOLUTION

MeBeBot's Intelligent Assistant was selected as the business solution to allow employees an easy-to-access AI chatbot, installed in Slack in just 5 minutes. It allows their employees to gain quick answers to questions, any time, any day of the week, from anywhere. The solution was launched to employees in under 8 weeks, and the HR, IT, and Facilities teams collaborated on tailoring the content provided in the MeBeBot knowledge base, to support their unique needs.

"Care.com employees are the heart and soul of our company mission and values," said Lynn Pattin, Senior Total Rewards Specialist at Care.com. "MeBeBot's Intelligent Assistant allows us to provide 24/7 support to our team members' common questions, to accommodate the variety of schedules and needs from HR, IT, Payroll, Benefits and Facilities.

The Care.com team has not only been successful in improving the employee experience, but they also found a way to automate time-consuming tasks so they can focus on more strategic and valuable work that helps support Care.com's growth strategy.



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