

# PAYCHEX<sup>®</sup>

## Banker's Bulletin



### AI in Employee Onboarding

Artificial intelligence is changing how businesses approach onboarding. AI-powered tools automate routine tasks, answer new hire questions instantly, and personalize the experience, all while giving you valuable insights into what's working.

#### How AI Addresses Common Onboarding Challenges

AI directly solves the operational problems that make onboarding frustrating for HR teams and confusing for new hires. Here's how specific challenges map to AI solutions:

- **Inconsistent Experiences Across New Hires:** AI ensures everyone receives the same core onboarding components while personalizing the details.
- **Manual Administrative Bottlenecks:** Intelligent automation handles document routing, access provisioning, and training assignments end-to-end based on triggers you define once.
- **Lack of Real-Time Visibility:** Predictive analytics dashboards show exactly where every new hire stands in their onboarding journey.
- **Difficulty Scaling Personalization:** Machine learning customizes experiences for hundreds of people simultaneously. Each person gets relevant content without HR creating individual plans.
- **New Hire Questions Going Unanswered:** AI assistants provide immediate responses at any time.

- **Manager Overload:** Automated workflows and smart notifications reduce coordination burden. Managers receive action items only when they need to do something, not status updates about routine tasks.
- **Limited Data On Program Effectiveness:** Built-in analytics reveal completion rates, satisfaction scores, and retention patterns based on real data.

#### Balancing AI Automation With Human Connection in Onboarding

AI helps provide efficiency. Humans create belonging. The best onboarding experiences strategically combine both.

#### Critical Human Moments in Onboarding

Some moments absolutely require human connection such as the welcome call from the hiring manager, first-day meetings with the team, conversations about career goals and performance. These build the emotional connection that makes people want to stay.

Learn more at [go.paychex.com/ai-onboard-bb](https://go.paychex.com/ai-onboard-bb).

For additional bank resources, visit: [pages.paychex.com/bankpartnerresources](https://pages.paychex.com/bankpartnerresources)

Ask how Paychex can help your business clients with employee onboarding today.