

Streamlining HR Document Access with an AI-Powered Knowledge Base

I wanted to share a solution I built for our HR department that has significantly reduced time spent searching through policy documents and knowledge bases.

The Problem:

Our HR team was spending hours each week searching through hundreds of pages of policies, SOPs, compliance documents, and employee handbooks to answer questions from staff. Employees were waiting days for answers to routine questions, and our HR specialists were bogged down in document searches rather than focusing on more strategic work.

The Solution:

I created an AI-powered document management system called Lumina Cortex that can:

- Process various document formats (PDF, Word, Excel, text) -
- Automatically understand and index document content
- Allow natural language questions like "What's our maternity leave policy?" or "How do I submit a harassment complaint?"
- Provide accurate answers with citations to the source documents
- Integrate

directly with Microsoft Teams so employees can ask questions right in their workflow

The Results:

- 70% reduction in time HR spends answering routine policy questions
- Employees get answers in seconds instead of days
- HR specialists now focus on complex cases and strategic initiatives
- Consistent answers across the organization, reducing policy misinterpretations
- Easy to maintain as policies update - just upload the new document

The best part is that it's entirely private - no company data leaves our servers, and it only answers based on our own HR documentation, not generic internet information.

Has anyone else implemented AI for document management in HR? I'd be interested to hear other experiences.