

## Evolution of Chatbot in Human Resource

**Shikha Kapoor, Janvi Agrawal, Harjot Kaur\***

Amity International Business School, Amity University, Noida, India

### **Email address:**

Skapoor2@amity.edu (Shikha Kapoor), janvi.agrawal@s.amity.edu (Janvi Agrawal),  
harjot.kaur2@s.amity.edu (Harjot Kaur)

\*Corresponding author

### **Abstract**

Artificial intelligence (AI) and machine learning are being used more and more in a variety of industries, including finance, trading, customer relationship management, and communication. Chatbots — AI software or robots that converse with consumers — are also growing in popularity. Open AI's ChatGPT is one such application. A conversational AI model called ChatGPT may be used to produce answers to questions in natural language, such as a person. For HR professionals, it offers several advantages, such as increased analytics, cost-effectiveness, and employee engagement. Additionally, ChatGPT may improve the employee experience by responding to inquiries from staff members more quickly and personally. Additionally, it may be utilized for hiring, employee engagement, training, and other purposes. It can also automate the application review process, reducing.

### **Keywords**

Human Resource Management, Chat GPT, AI