

MARKETPLACE APP · PLATFORM

Workforce Bots

Create AI assistants from your documents that answer employee questions 24/7.

Updated July 2026

MODEL	TIER	CAPABILITIES	INTELLIGENCE
Licensed · opt-in	Platform	40+	AI-powered

OVERVIEW

Upload your HR documents, employee handbooks, SOPs, and policies. Create AI bots that answer employee questions 24/7. Built-in tools include document graders (handbook, job description, SOP, intranet, comms, and compliance), an AI Writer, Writing Profiles for your organization's voice, and a Comms Planner — plus analytics to track what employees are asking about.

WHY TEAMS CHOOSE IT

- Spin up document-grounded Q&A bots from five templates: HR Policy, Process/SOP, Compliance, Recruiting, and Custom.
- Answer employee questions from uploaded PDFs, Word docs, and text using chunk-level semantic retrieval with cited sources.
- Deploy each bot where people already are — a public portal, an embeddable iframe, a floating widget, Slack, or Microsoft Teams.
- Route every question through one "Ask" box that automatically picks the best bot for the business.
- Govern answers with a low-confidence approval queue, per-message audit trail, optional PII redaction, and GDPR purge.
- Grade internal communications, check jurisdiction compliance, and draft replies in your organization's voice with the built-in AI Writer.

CAPABILITIES

Document Q&A Bots

- ✓ Five bot templates: HR Policy, Process/SOP, Compliance, Recruiting, Custom
- ✓ Multiple bots per business, each with its own knowledge base
- ✓ Custom name, avatar, welcome/fallback message, and system prompt
- ✓ Compliance bot backed by a jurisdiction rules database
- ✓ Optional web-search fallback when the knowledge base has no answer
- ✓ Answers in the asker's language with automatic language detection (16 languages)
- ✓ Understands screenshots and images attached to a question
- ✓ AI-suggested follow-up questions after each answer

Knowledge Base & Retrieval

- ✓ Upload PDF, Word (.doc/.docx), and plain-text documents
- ✓ Automatic text extraction, summary, and key-topic tagging
- ✓ Chunk-level retrieval-augmented generation with cited sources
- ✓ Sync knowledge base from platform sources (Service Desk, Safety, HR, Help, Learning, Inspections)
- ✓ Document freshness / stale-content review tracking

Deployment Channels

- ✓ Public share portal at a per-bot slug
- ✓ Embeddable iframe snippet for customer/company sites
- ✓ Floating chat-bubble widget script
- ✓ Slack (slash command + events) delivery
- ✓ Microsoft Teams delivery
- ✓ Business-wide "Ask" router that auto-picks the best bot per question
- ✓ Custom-branded / white-label portal (your theme, MangoApps branding removed)
- ✓ SSO identity pass-through for embedded bots (signed JWT)
- ✓ Bulk Q&A — answer an uploaded question list and export to XLSX, CSV, or Markdown

Conversation Governance & Safety

- ✓ Approval / moderation queue for low-confidence answers
- ✓ Per-message audit trail (retrieved sources + confidence)
- ✓ GDPR / incident-response conversation purge
- ✓ Optional regex PII redaction on stored messages (SSN, card, email, phone)
- ✓ Outbound webhooks (conversation_complete, low_rating, unanswered, deflection)
- ✓ "Route to a human" escalation on low-confidence answers (webhook + ticket hand-off)
- ✓ Downloadable conversation transcripts and CSV conversation export

Built-in Comms Tools

- ✓ Internal Comms Effectiveness Grader (readability, tone, trust, channel fit, PII, inclusivity)
- ✓ Compliance Requirements Checker by state/city/industry (no document needed)
- ✓ AI Writer: generate, rewrite, and transform email, memo, announcement, update, newsletter, policy, article
- ✓ Writing Profiles that capture your org's voice from 3–10 samples
- ✓ Comms Planner: annual calendar with AI suggestions and CSV/ICS export

Analytics & Engagement

- ✓ Question-volume and top-topic dashboard per bot
- ✓ Unanswered-question tracking with mark-answered
- ✓ Per-answer confidence scoring
- ✓ 1–5 star user ratings on bot answers
- ✓ Knowledge-gap report from unanswered questions
- ✓ Downloadable PDF analytics report (volume, quality, top topics, monthly cost)

Limits & Specs

Accepted document formats	PDF, Word (.doc/.docx), plain text
Max upload size	10 MB per file
RAG retrieval	Top 3 source documents, chunk-level semantic search (~1,500-char chunks)
Monthly question quota	Optional, admin-set per bot or business (no hard cap by default)
Web-search fallback	Tavily, per-bot opt-in

USE CASES

- **HR policy Q&A bot**
Upload your employee handbook and let the HR Policy bot answer benefits, leave, and workplace-policy questions with cited sources, 24/7.
- **Frontline process assistant**
Build a Process bot from your SOPs so deskless workers can ask how-to questions on the portal, an embedded widget, or in Slack/Teams before starting a task.
- **Compliance requirements check**
HR compliance leads pick a state, city, and industry to generate an employment-law requirements checklist — no document upload needed.
- **Internal comms review**
Comms managers grade an announcement for readability, tone, trust, channel fit, PII, and inclusivity, then apply the AI-improved version.
- **Annual comms calendar**
Use the Comms Planner to lay out a year of employee communications with AI-suggested topics and export to CSV or your calendar via ICS.

- **Recruiting candidate bot**

Deploy a public Recruiting bot from a job description so candidates can ask about the role and culture without waiting on a recruiter.

PRICING & LICENSING

Pricing

Licensed Workforce app — admin enables per organization

License

Required (opt-in per business)

Tier

Platform

Pricing is tailored to your organization — **talk to sales for pricing & a live demo**. Final commercial terms per your agreement.

FAQ

What document formats can I upload to a bot's knowledge base?

Bots accept PDF, Word (.doc/.docx), and plain-text files up to 10 MB each. The system extracts text, summarizes it, tags key topics, and splits it into chunks for retrieval. Spreadsheets/CSV are not accepted as knowledge documents.

Where can I deploy a bot?

Each bot has a shareable public portal page, an embeddable iframe snippet, and a floating chat-widget script for external sites. Bots can also answer in Slack and Microsoft Teams, or run internal-only for authenticated employees. Access mode is configurable per bot.

How does the bot avoid making up answers?

Answers are grounded in your uploaded documents via retrieval-augmented generation and include source citations (top 3 source chunks). When the knowledge base has no match, the bot can fall back to web search (if enabled) or its configured fallback message, and low-confidence answers are held in an admin approval queue before the asker sees them.

How is this different from a single in-platform assistant?

Workforce Bots lets you stand up multiple named, purpose-built bots — HR Policy, Process/SOP, Compliance, Recruiting, or Custom — each with its own knowledge base, welcome message, and system prompt, and each deployable to outside audiences (candidates, contractors, customers) via a public portal, iframe, widget, Slack, or Teams. A single business-wide "Ask" box then routes every question to the best-matching bot automatically, so users never have to pick the right portal.

Can employees ask in their own language?

Yes. Each bot can be pinned to a specific language or set to auto-detect the asker's language and reply in kind, across 16 languages including English, Spanish, French, German, Portuguese, Italian, Japanese, Chinese, Korean, Hindi, Arabic, Dutch, Polish, Russian, Turkish, and Vietnamese.

Can I white-label the portal and pass through our own sign-in?

Yes. A bot's public portal can be custom-branded with your theme and MangoApps branding removed. For embedded/portal deployments you can set a per-bot SSO shared secret and pass a signed JWT (HS256, with an expiry claim); the asserted name/email identity is used for attribution without creating platform accounts or exposing the rest of the session.

How are conversations governed and kept compliant?

Every message keeps an audit trail of the retrieved sources and confidence score. You can enable optional regex-based PII redaction (SSN, credit card, email, phone, date of birth are masked before messages are stored), purge conversations for GDPR/incident response, and fire outbound webhooks on events like low-rating, unanswered, or conversation-complete. Low-confidence answers can be routed to a human via the approval queue and escalation hand-off.

Which document graders are available?

The Internal Comms Effectiveness Grader and the Compliance Requirements Checker are available in production. The Handbook, Job Description, SOP, and Intranet graders are a development preview and are not yet exposed to production tenants.

Can I batch-answer a list of questions at once?

Yes, on bots where the bulk Q&A capability is enabled (e.g. Compliance and Custom bots). Upload a question list, the bot answers each from its knowledge base, and you can export the results to XLSX, CSV, or Markdown — useful for compliance audit questionnaires and RFP-style Q&A.

Is there a limit on questions?

There is no hard question cap by default. Admins can set an optional monthly question quota per bot or across the business for metering; once a configured quota is reached the portal returns a quota-exceeded message until the next cycle. Leaving the quota blank means questions aren't capped.