

Zellis Intelligent Assistant



APPLIED AI IN THE FLOW OF WORK

Embedded across ZellisONE HR,
Workforce Management and Pay.
Built for trust, compliance and control.



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UNLIMIT
WHAT'S
NEXT 



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HR, workforce and payroll teams are being asked to do more, adapt faster and manage greater complexity while keeping services running, people supported and compliance under control. Zellis Intelligent Assistant helps organisations respond to these pressures by embedding applied AI directly into everyday workflows, answering questions, explaining information, summarising insight and guiding better decisions without adding cost, complexity or risk.

ZELLIS INTELLIGENT ASSISTANT

Zellis Intelligent Assistant is the applied AI capability embedded throughout ZellisONE, the unified HR, workforce management (WFM) and pay platform. It helps employees, managers, HR, workforce and payroll teams get instant answers, surface trusted insight and make faster, better-informed decisions in the flow of work.



Unlike generic AI tools, Zellis Intelligent Assistant is built for Human Capital Management (HCM) and adheres to UK and Irish legislation. It works from structured workforce data, governed by Zellis' HCM-specific security model, role-based controls and audit-ready processes, so organisations can adopt AI with confidence while keeping people in control.

With over 500 user prompts, Zellis Intelligent Assistant works alongside your teams to reduce routine effort, amplify their skills and create capacity for value-adding work.



- **AI in the flow of work, not a bolt-on:** Embedded across daily HR, workforce and payroll processes to create one consistent, connected experience that helps people act faster and with confidence.
- **Deterministic, not generic AI:** Designed for controlled, explainable outcomes using trusted workforce data, role-based access and human oversight.
- **Real-time workforce insight:** Helps leaders and managers anticipate labour demand, spot risks, understand trends and plan with confidence.
- **Governed and trusted:** Built on structured workforce data with transparency for audit needs, controls aligned to UK and Ireland regulations and compliance built in.
- **A choice to suit your needs:** Our standard level, Assist, for everyday support; our added paid option, Elevate, for intelligent decision-making and action.

ASSIST: INSTANT ANSWERS, MEASURABLE EXTRA CAPACITY

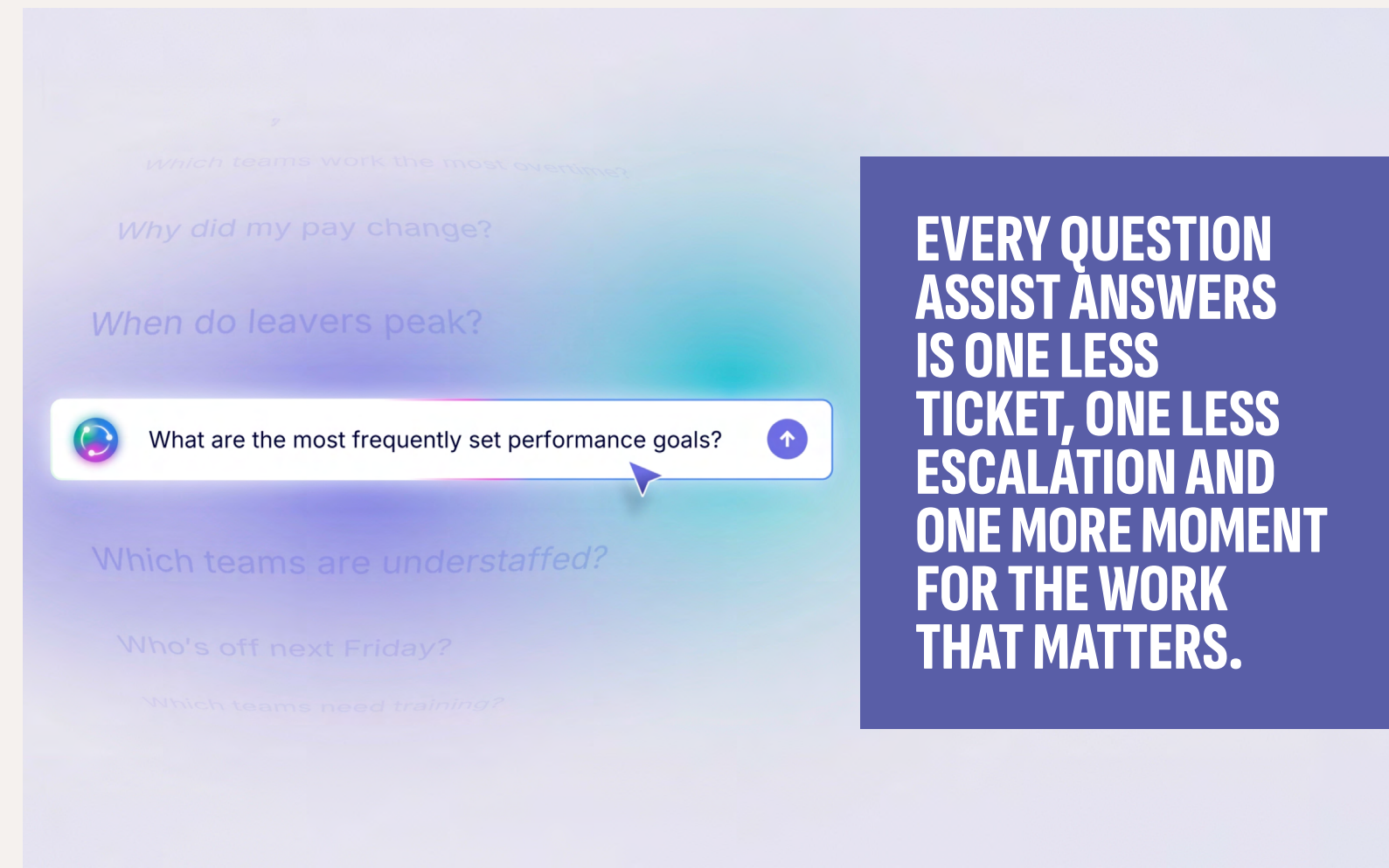
Zellis Intelligent Assistant helps employees, managers and HR, workforce and payroll teams spend less time searching, chasing and waiting — and more time on the work that matters. People ask questions in plain language and receive instant, data-backed answers on pay, leave, policies, documents, team information and workforce activity.

Included within ZellisONE as standard, our 'Assist' level behaves like a knowledgeable colleague who knows your policies, processes and systems, giving instant, natural language responses to your HR, WFM, payroll and talent queries.

- **Fewer tickets, more capacity:** Reduce routine HR, workforce and pay queries, reclaiming time equivalent to multiple FTEs each year.
- **Fewer mistakes, less risk:** Give consistent, trusted answers on pay, leave and entitlements, reducing misinterpretation, re-runs and avoidable escalations.
- **More trust, better experience:** Help employees get clear explanations in the moment, building confidence in HR and payroll services.
- **Insight for managers:** Surface simple, role-appropriate views of outstanding leave, absence patterns, missing data or team changes without needing an analyst.
- **Workforce planning support:** Help operational teams understand scheduling gaps, absence trends and workforce availability in the same flow of work.

HOW ASSIST DELIVERS

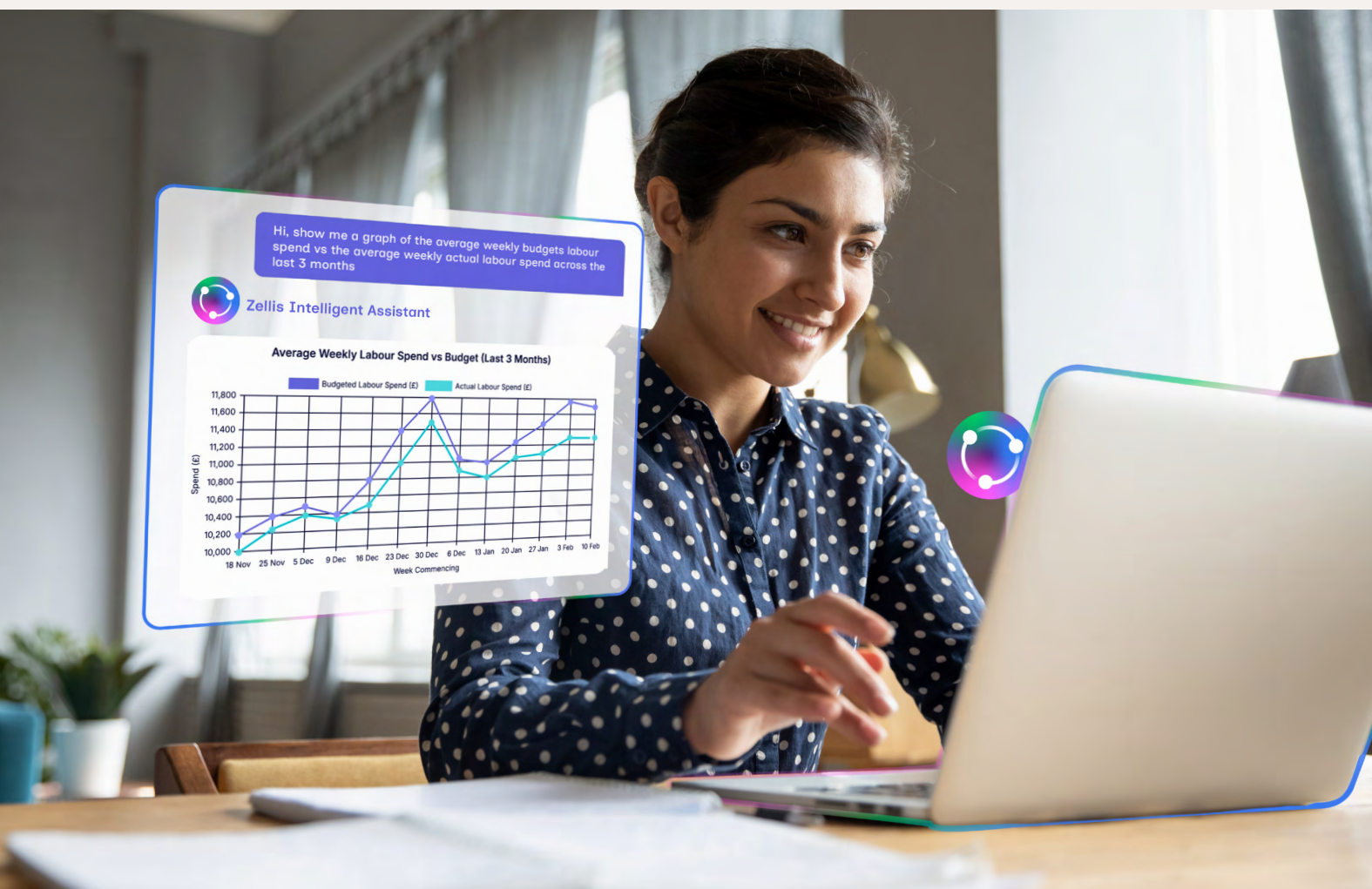
- **Instant answers, in the flow of work:** Deflects up to 75% of standard queries to self-service, cutting service desk volume and improving SLAs.
- **Work-ready content in minutes, not hours:** Generates contracts, letters, emails and job adverts that are consistent and on brand.
- **Self-service for routine queries:** Employees can find answers on payslips, documents, leave details and benefits information without chasing HR.
- **Everyday workforce insights on demand:** Managers ask natural language questions about milestones, leave or turnover and receive safe, concise summaries.



ELEVATE: TRUSTED INSIGHT, GUIDED ACTION

As organisations face growing pressure to do more with less, leaders need more than static reports. Zellis Intelligent Assistant brings together AI, analytics and governed automation to help organisations anticipate issues, prioritise action and make workforce decisions with confidence.

Available as an added paid option, our 'Elevate' level moves HR, workforce and payroll leaders from reactive firefighting to proactive, evidence-led leadership. It helps them understand what is changing, where risk is building and what action should be considered — while keeping approvals, controls and accountability with people.



VALUE FOR LEADERS

- **See workforce risks early:**
Spot absence spikes, scheduling gaps, pay anomalies, missing compliance data and workload pressures before they become expensive problems.
- **Decide faster, with confidence:**
Use real-time workforce insight and scenario planning to connect shifts, pay, wellbeing and cost.
- **Reduce manual effort without losing oversight:**
Support routine decisions and execute approved tasks or workflows from natural language instructions with governed AI, audit trails and role-based controls.
- **Build a stronger, more resilient workforce:** Surface inequities in pay, progression, workload or leave and get suggested actions to improve outcomes.

HOW ELEVATE DELIVERS

- **Intelligence that acts:**
Approves leave, reconciles data, sends communications and updates workflows directly from conversational instructions.
- **Predicts, not just reports:**
Spots unusual pay patterns, worrying absence trends or forecast variances early, giving you time to intervene.
- **Workforce intelligence for strategic decisions:**
Unites HR, WFM and payroll data into clear visual stories of workforce health, risk and opportunity.
- **Guided support for complex cases:**
Resolves multidomain HR and payroll issues with contextual reasoning and suggested next steps.

ELEVATE SHIFTS HR, WORKFORCE MANAGEMENT AND PAYROLL FROM “WHAT HAPPENED?” TO “WHAT’S CHANGING — AND WHAT SHOULD WE DO NEXT?”

HOW ZELLIS INTELLIGENT ASSISTANT SUPPORTS WORKLIFE REINVENTION

Worklife Reinvention means redesigning how real work gets done for the people who keep the economy moving. Zellis Intelligent Assistant supports this by embedding applied AI into the daily workflows of employees, managers, HR, workforce and payroll teams — helping them remove friction, respond faster and make trusted decisions at the point of need.



Boost capacity:
Fewer escalations, fewer tickets and lower cost to serve for teams under pressure.



Grow at new speed:
Faster, clearer insight so leaders and managers can make stronger workforce decisions.



Unlock performance:
Empower people with trusted AI, backed by intelligent governance and human oversight.

Position	What value feels like	How Assist helps	How Elevate helps
CPO	Earlier visibility of people risk and a more resilient and engaged organisation.	Builds trust with clear pay and policy answers; frees HR for strategic work.	Identifies workforce risks and opportunities early, with board ready narratives.
HR Director	More time for strategic people initiatives, with confidence that day-to-day HR runs smoothly.	Deflects standard queries, standardises answers, removes bottlenecks.	Spots process breakdowns and triggers nudges or workflows to keep things moving.
Payroll Director	Accurate, trusted payroll operations with less effort, greater confidence and adherence to local legislation.	Explains payslips and calculations, surfaces missing data before pay run.	Detects anomalies, automates reconciliations and approvals with full audit trails and fewer errors.
CFO	Greater workforce productivity, better financial visibility and confidence in future workforce decisions.	Reduces manual effort in query handling and document work.	Connects workforce decisions to financial outcomes through forecasting, scenario planning and predictive insight.
CIO	Trusted, secure, governed AI embedded into everyday work without added complexity or risk.	Reduces “how do I?” tickets with natural language support in existing tools.	Delivers explainable, governed AI built on trusted workforce data and existing security controls.
COO	Agility to adapt workforce operations while maintaining service quality, productivity and control.	Aggregated views across workforce metrics to provide on-the-go insights.	Provides on-demand visibility and detailed drill down insights of all operational metrics.
Managers	More time to lead, support and develop their teams through better focus, reduced queries and more insight into team performance.	Frees up managers’ time to focus on the ‘human’ side of their role.	Gives clear, actionable insights in simple terms while providing greater visibility of productivity and absence trends.
Employees	A simpler, more empowering experience of work with faster query responses and better clarity over pay.	Delivers instant, trusted, simple language answers, guidance and support in the flow of work.	Provides personalised insights that help employees make better decisions about their own work and wellbeing.

BRING VALUE-LED GROWTH TO LIFE WITH ZELLIS

Zellis Intelligent Assistant combines trusted workforce data, governed AI and real-time insight to help organisations create capacity, make better decisions and unlock performance across HR, workforce management and payroll.

- **Create capacity for higher-value work:**
Reduce routine queries, administrative effort and avoidable escalations so HR, workforce and payroll teams can focus on more strategic priorities.
- **Strengthen trust and control:**
Support consistent, compliant decisions with governed AI, trusted workforce data, role-based access and clear auditability.
- **Turn insight into action:**
Help leaders spot risks earlier, plan with confidence and connect workforce decisions to business performance.
- **Improve everyday experiences:**
Give employees and managers faster answers, clearer guidance and more time for the human work that matters.

DISCOVER HOW ZELLIS INTELLIGENT ASSISTANT CAN HELP YOUR ORGANISATION REINVENT HOW WORK GETS DONE ACROSS HR, WORKFORCE MANAGEMENT AND PAYROLL.

Request a **ZellisONE** demo tailored to your needs →



WHAT'S NEXT?

Discover how Zellis can help you
reinvent how work gets done.

GET IN TOUCH

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