



AI-Can - Empowered Employee: Transforming Work with Generative AI

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AI-CAN
CAVABLASIN!**



Mission and vision

- Our goal is to ensure that every ABB employee can easily access their work-related information, receive instant answers to their questions, and create or manage internal requests anytime and anywhere—regardless of workplace or working hours.
- The vision is to enable all employees to find quick, accurate, and convenient responses to their daily operational needs without relying on phone calls or complex procedures.
- With this approach, both employees and support teams experience reduced workload, faster service execution, and greater transparency.
- Ultimately, the project empowers employees to focus their time and energy on their core responsibilities while fostering a digital, innovative, and human-centric work environment within ABB Bank.

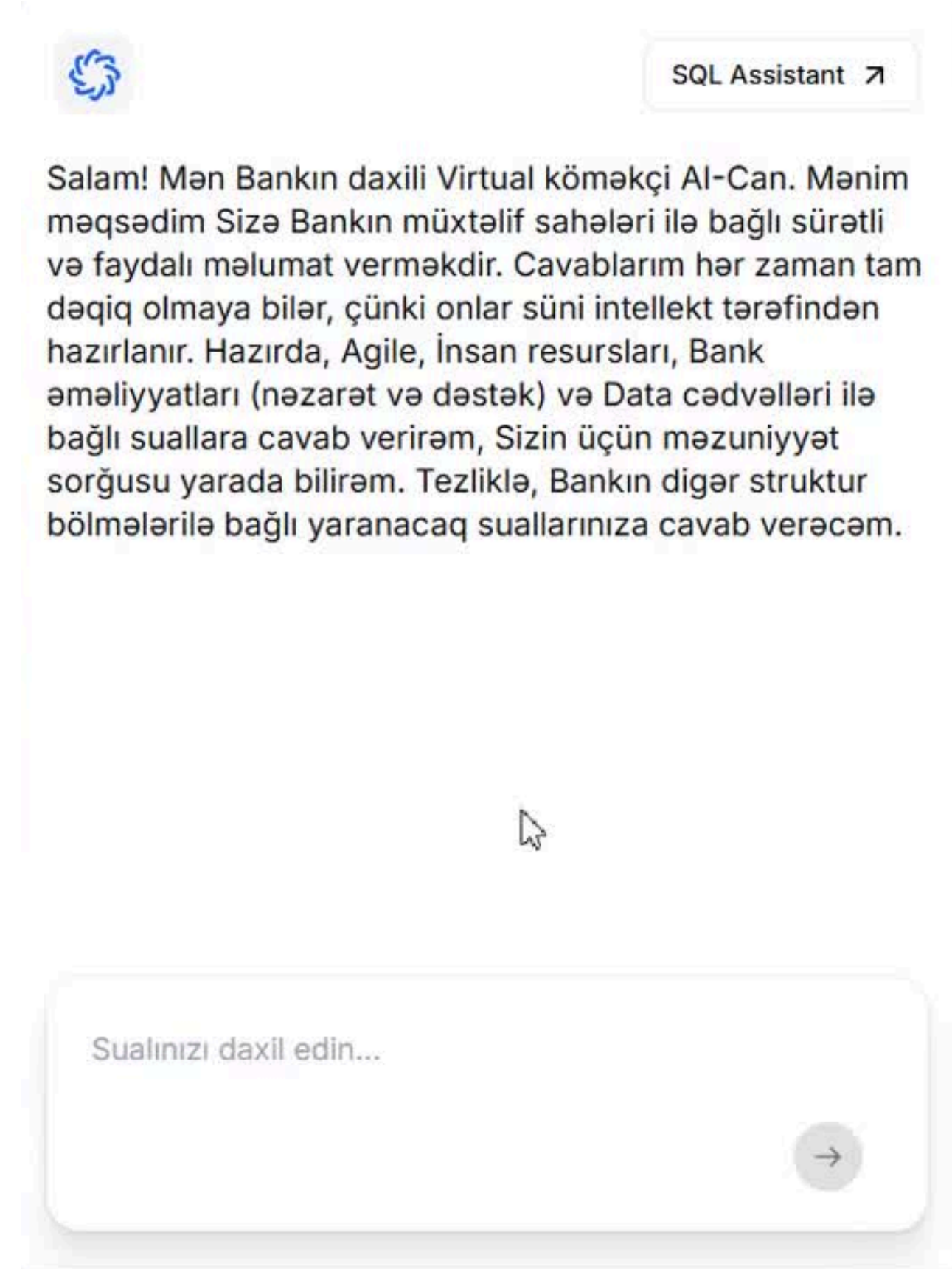
Domains Learned by AI-Can

- Human Resources (HR)
- Operations: branch and head-office procedures, operational standards
- Financial Monitoring & Quality Support (MMKD): internal control and service quality supervision processes
- Agile: sprint planning, backlog management, and product ownership guidance
- Knowledge Base: information on ABB's banking products and digital services
- IT Infrastructure: system access, VPN, email, password management, and technical requests
- Accounting
- General Bank Information: mission, strategy, and governance
- Committees Information: roles, responsibilities, and composition of bank committees
- Branch Codes and Addresses: reference data for all ABB branches
- Data Tables: internal data model structures and relational mappings
- Payroll and Vacation Calculators: interactive HR tools for quick computations



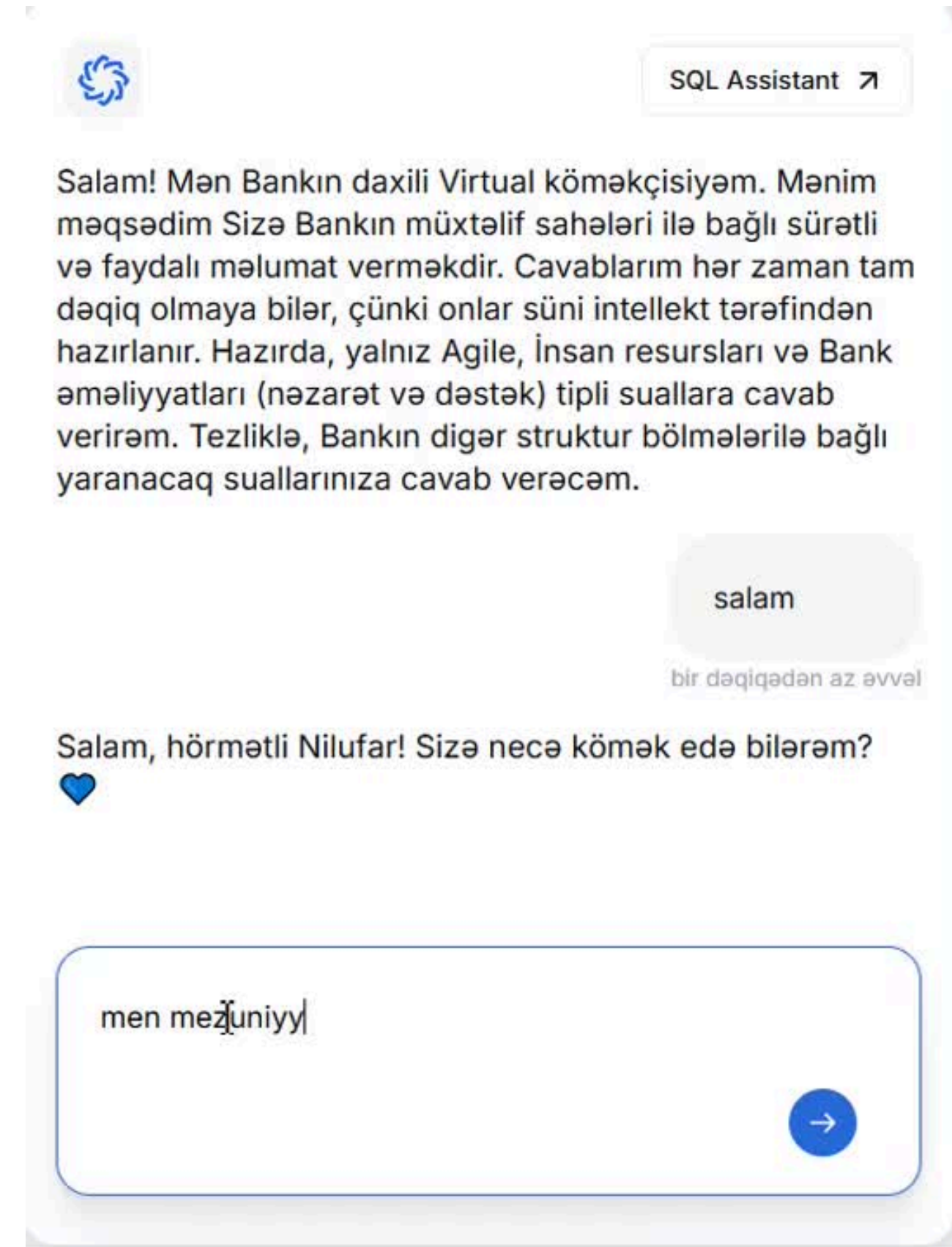
How to connect

- Employees can securely access the platform using their computer login ID and password.
- The assistant provides personalized information such as employment start date, latest position change, or disciplinary records (if any). It also features integrated SQL and Data Visualization Assistants within the same interface, allowing users to query and analyze data seamlessly. The solution is available as a Web App, enabling direct access from employees' computers without additional installation.

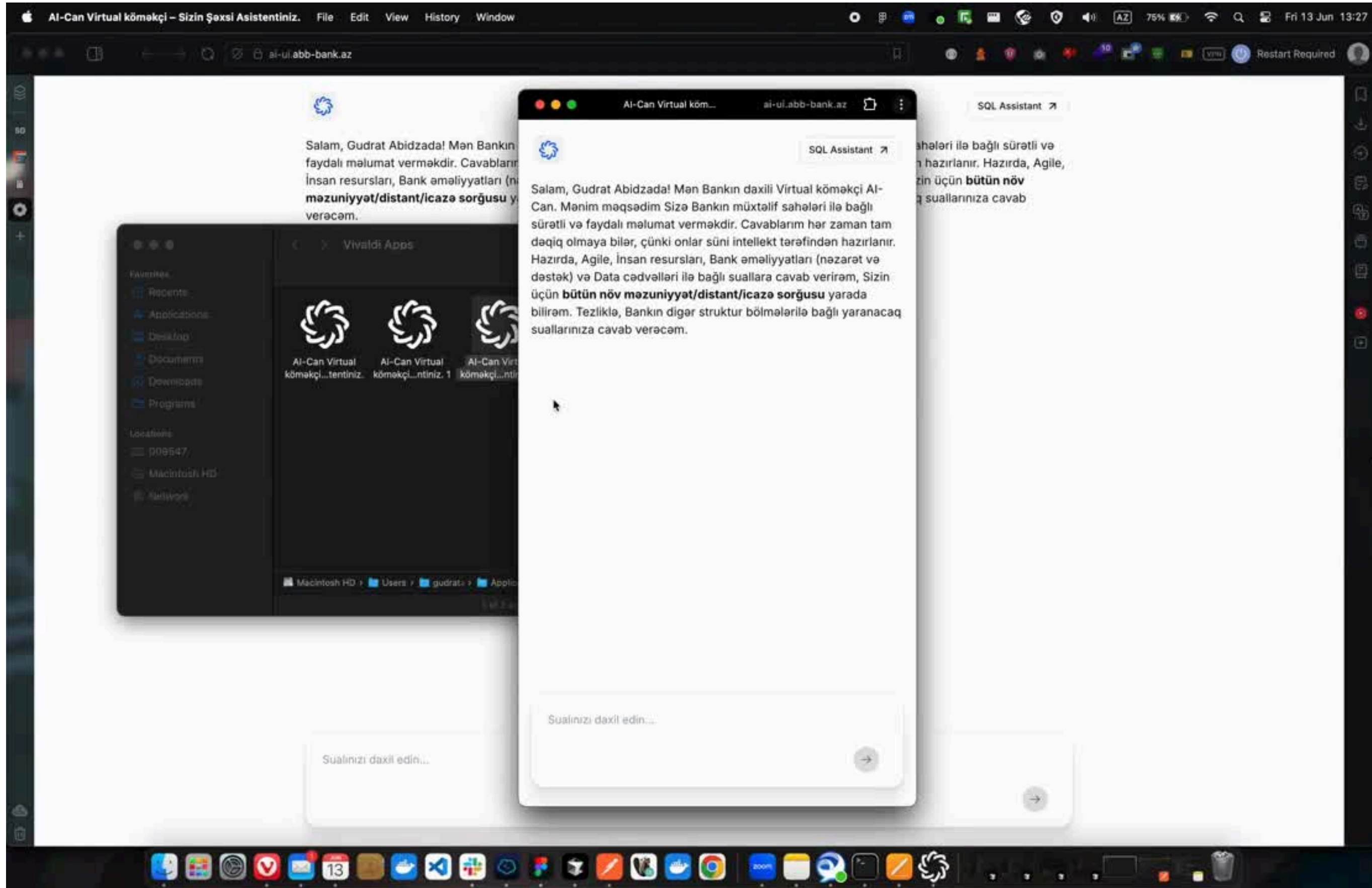


Operations

- Creation and management of all types of leave requests (annual, educational, unpaid, maternity, etc.)
- Submission of nine analytical report requests for the Data Tribe team
- Creation of distant-work, permission, and other internal requests directly through the assistant
- Ability to track the execution status of submitted requests via the virtual assistant
- Viewing of remaining vacation and remote-work day balances in real time
- Request and generation of official letters and reference documents, including employment certificates and character references
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Demo

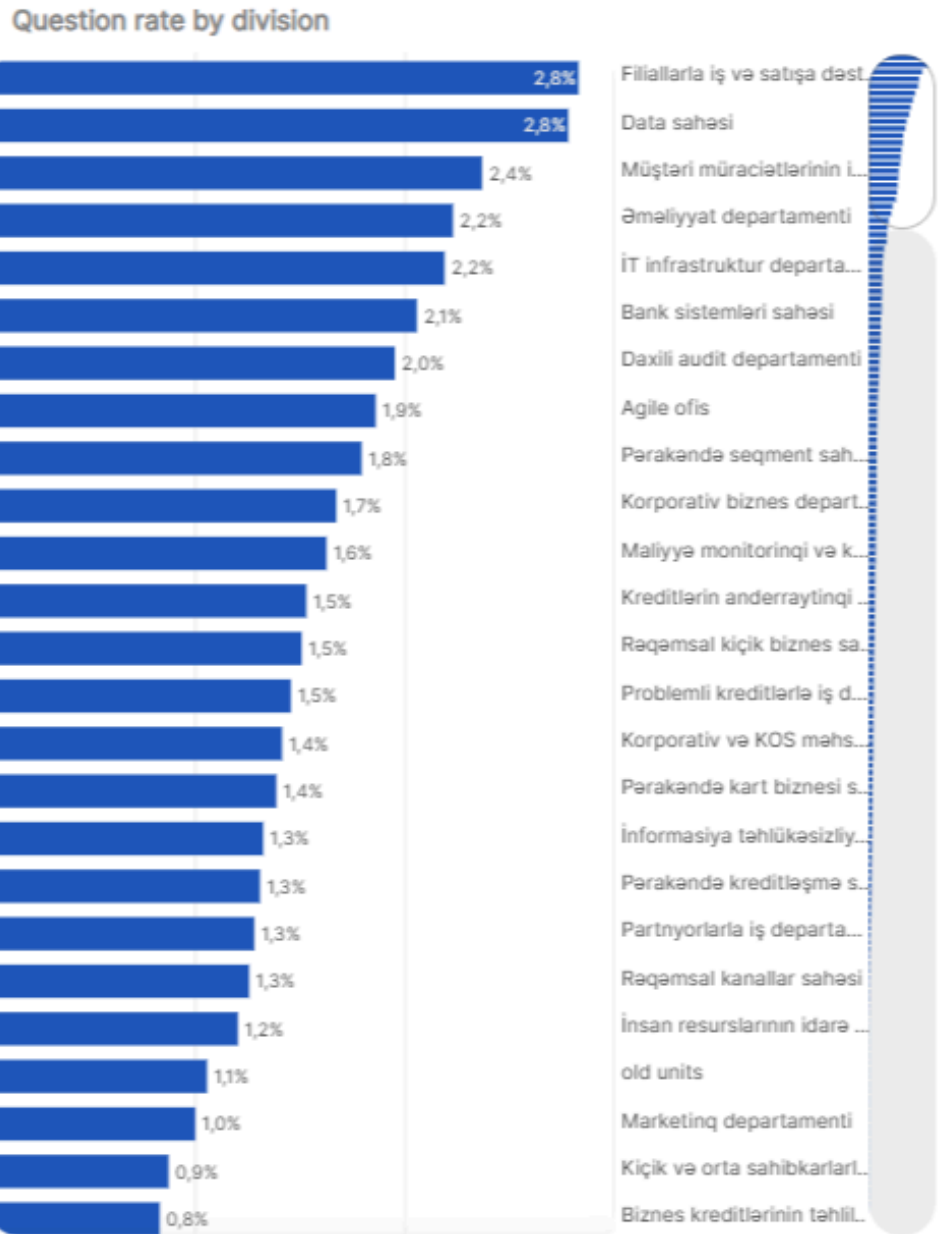
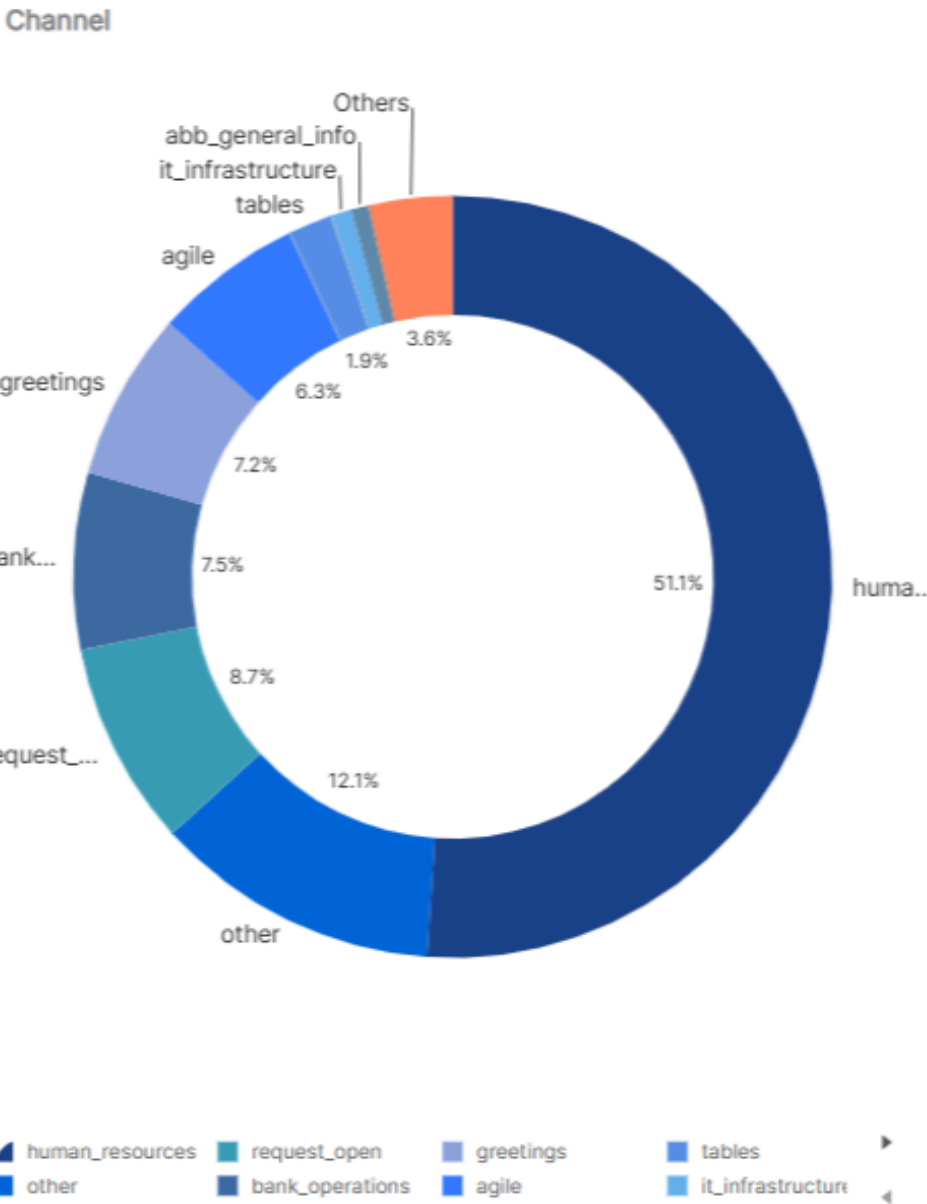
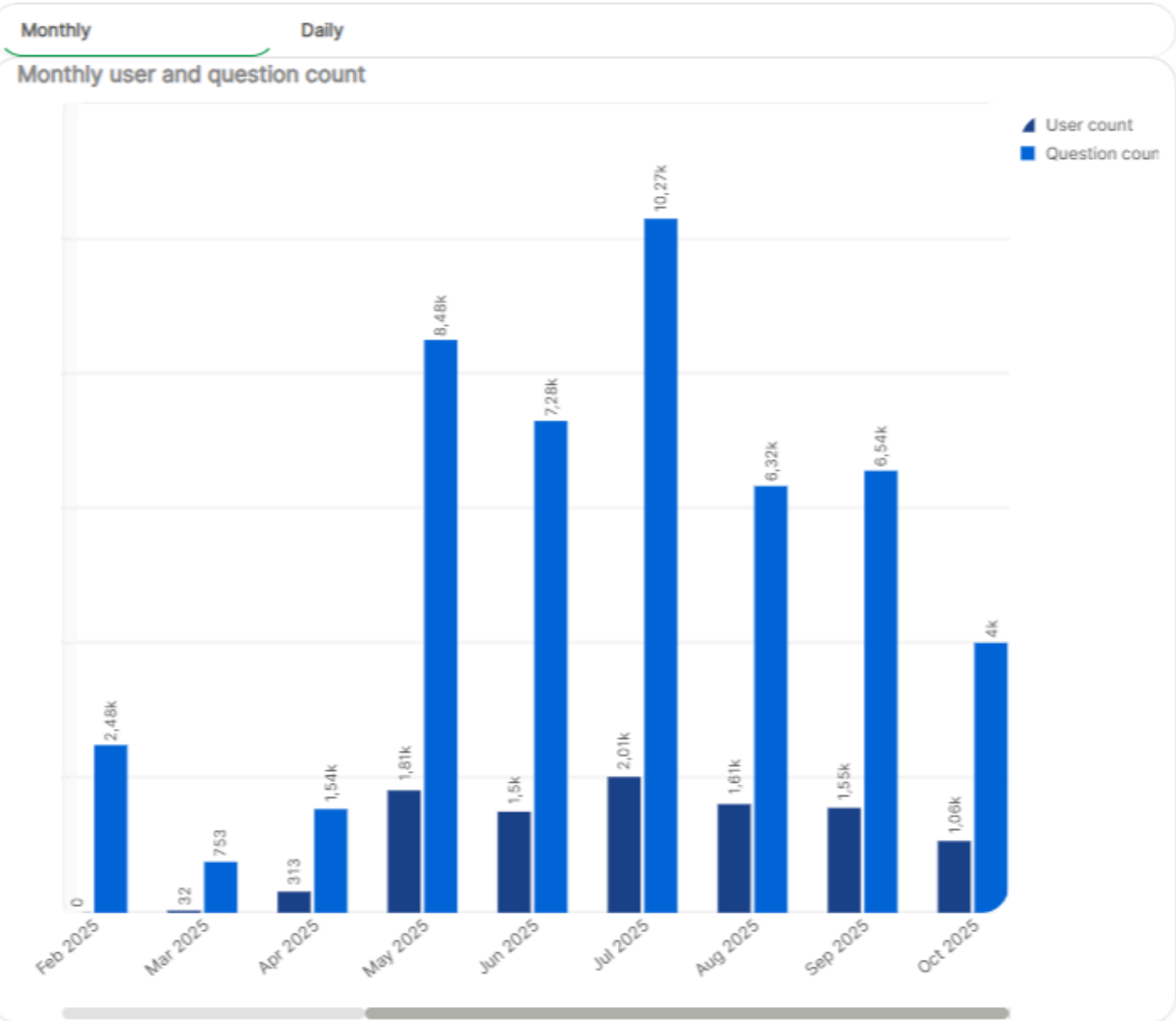
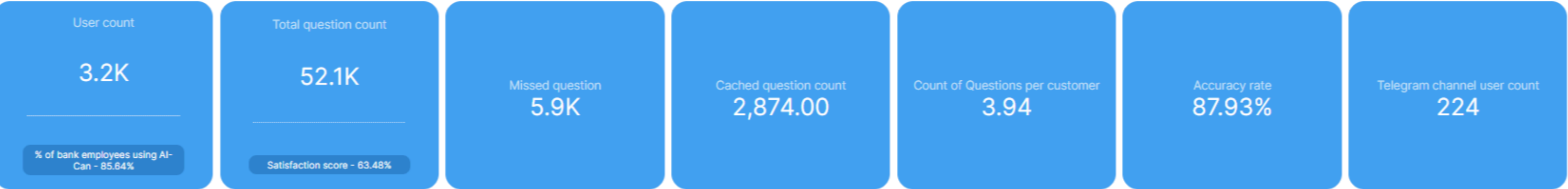


AI-Can on Telegram channel



AI-Can usage

Internal Virtual Assistant (from 20.11.2024)



AI-Can usage

Request type

User count

587

% of bank employees using requests - 13.66%

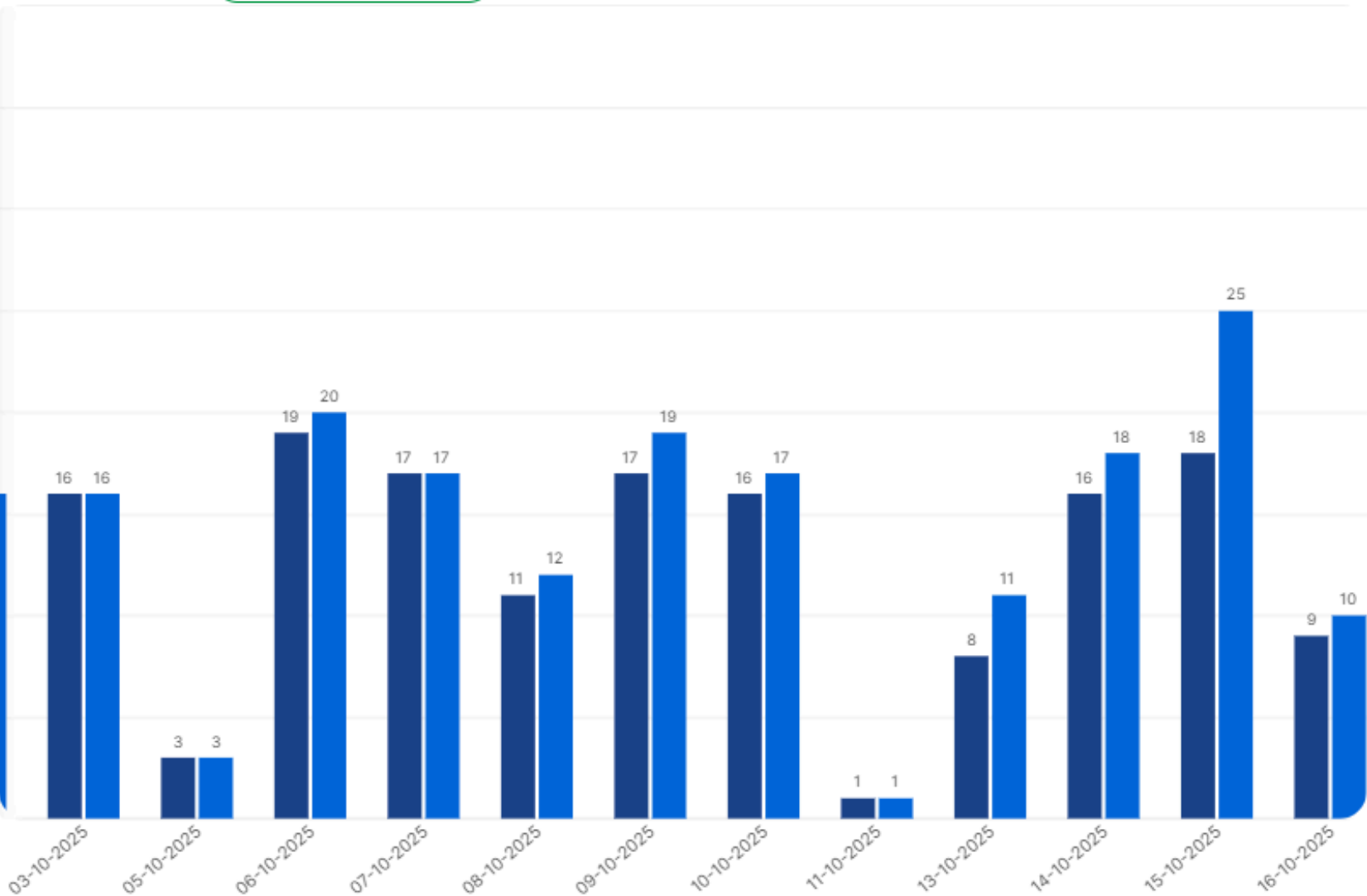
Total request count
1641

Success request count

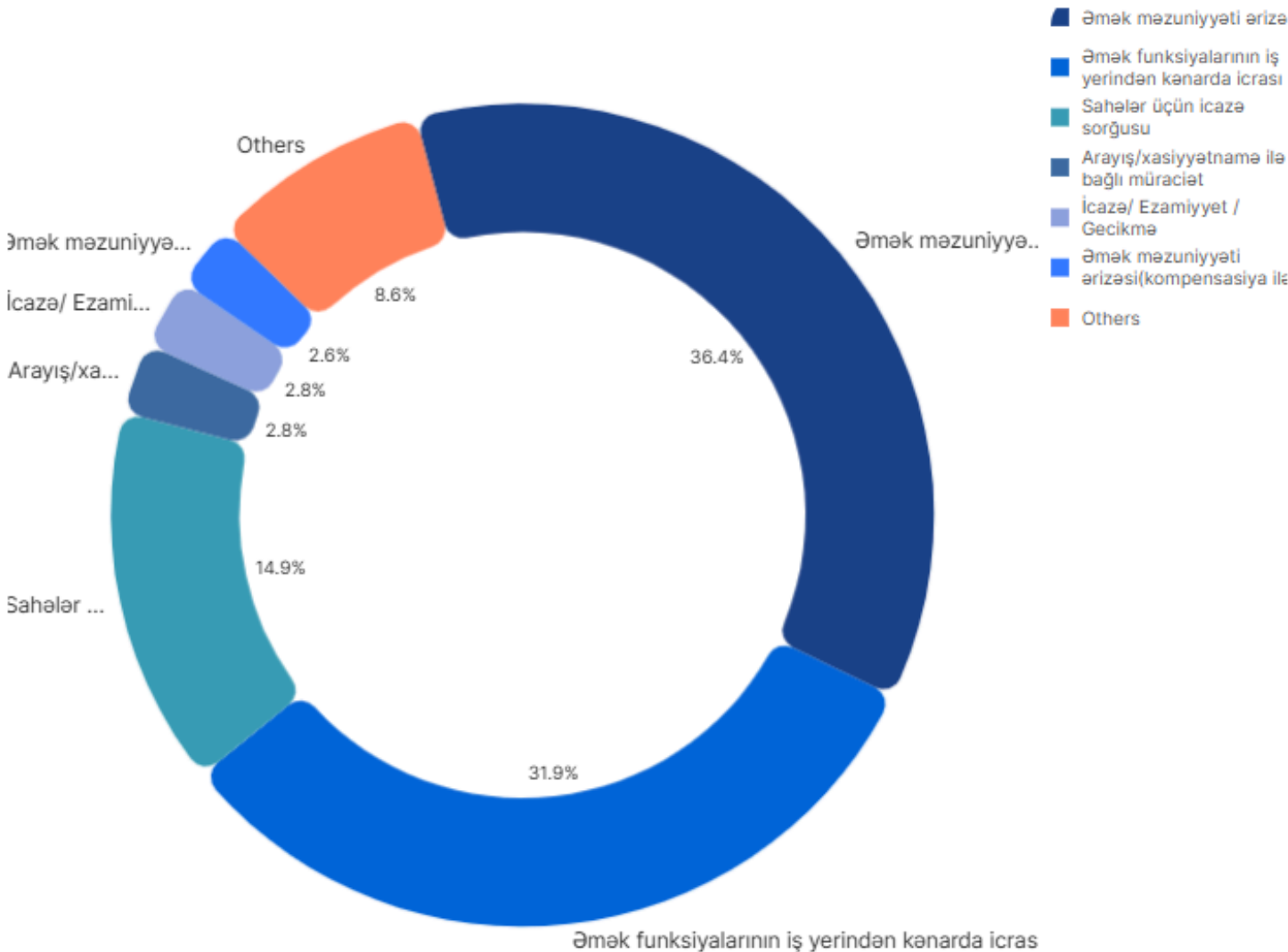
1.4K

rate - 85.92%

Monthly user and reque... Daily



Request type



**Thank you for your time and
attention**

