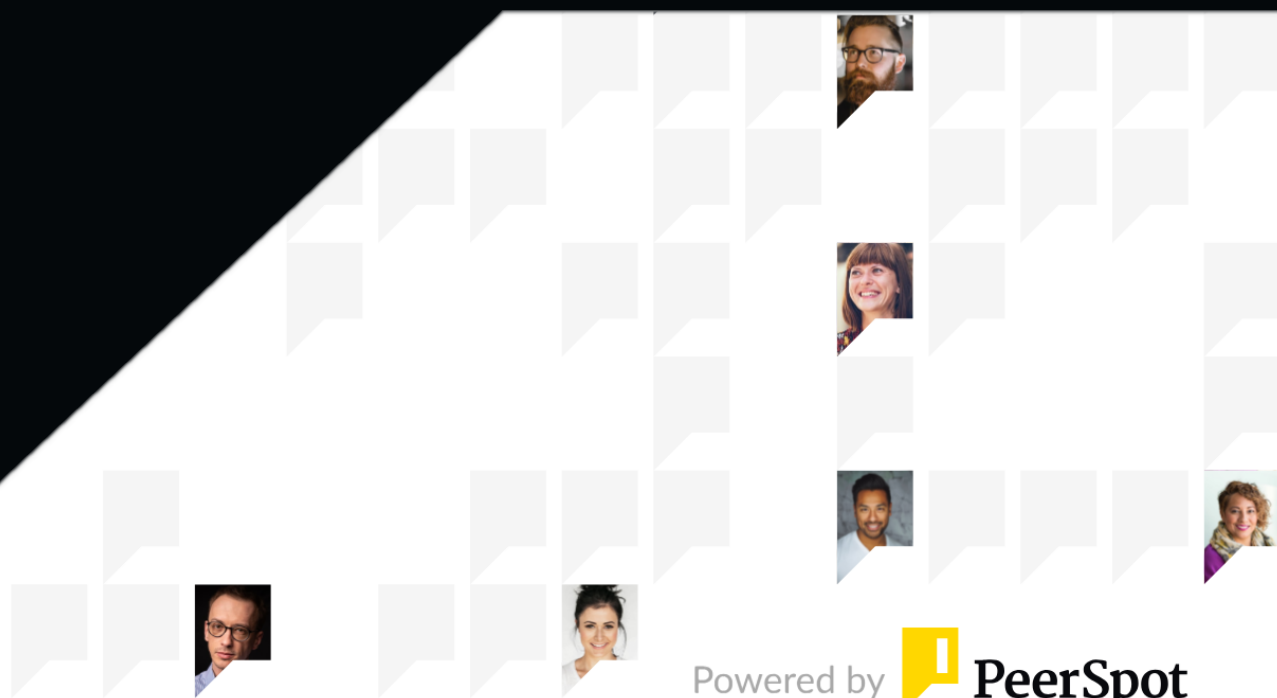




Leena AI

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Leena AI

Leena AI Recap

Leena AI transforms enterprise communication by offering AI-driven tools to streamline HR and employee interactions, enhancing efficiency and reducing response times.

Leena AI stands out as an innovative platform designed to revolutionize how businesses handle internal communication. With intelligent AI capabilities, it facilitates seamless communication between employees and HR, automating answers to frequent queries and tasks. This reduces time spent resolving HR issues, allowing for a more productive work environment. The integration flexibility ensures it fits smoothly with existing systems, making it an asset for complex enterprises seeking to optimize internal workflows.

What are the key features of Leena AI?

- **AI-Powered Chatbot:** Provides instant responses to employee queries, reducing HR workload.
- **Employee Onboarding:** Streamlines the onboarding process through automated checklists and document submissions.
- **Knowledge Base:** Centrally manages company policies and FAQs for easy access.
- **HR Case Management:** Efficiently tracks and resolves employee cases, ensuring faster resolution.

What benefits can users expect in reviews of Leena AI?

- **Improved Efficiency:** Significantly reduces the time needed for common HR tasks through automation.
- **Cost Savings:** Lowers operational costs by minimizing manual intervention in routine processes.
- **Enhanced Employee Satisfaction:** Provides fast and accurate responses, improving the employee experience.
- **Scalability:** Easily adapts to changing business needs with minimal disruption.

Leena AI is widely implemented in industries such as finance, healthcare, and retail, where quick and reliable internal communication is critical. It seamlessly integrates with existing infrastructure, enhancing operational efficiency and employee satisfaction across these fields.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“After implementing Leena HR chatbot recently, workflows were streamlined, queries that previously took five, six, or ten days to resolve are now managed under SLA, significantly improving employee experience.”



Abhijit Prasad

Human Resource Manager at a manufacturing company with 5,001-10,000 employees



“Leena AI has positively impacted my organization by improving employee productivity through automating repetitive HR, IT, and finance tasks, so instead of employees writing and waiting for support teams, they receive instant assistance through AI, which reduces response time, lowers operational costs, improves employee satisfaction, and allows support teams to focus on more strategic work.”



Pentala Shashank

Engineer at a manufacturing company with 10,001+ employees



“Leena AI has positively impacted my organization by improving the efficiency of employees who were earlier not aware where to go to submit their HR-related queries.”



Aditi Verma

Employee query adviser. In HR shared services at a pharma/biotech company with 10,001+ employees



“Leena AI has impacted my organization positively because its cost management is low, its responses are faster, and it scales easily.”



Verified user

Software Engineer at a university with 1,001-5,000 employees

What users had to say about valuable features:

“The best features Leena AI offers in my experience are faster responses and improved customer experience.

The faster response time and improved customer experience show up in my work because earlier we were not able to handle so many customers, and we had lost a lot of our customers. However, because of Leena AI, customers are now able to contact us if they are provided information by it.

Leena AI has impacted my organization positively because its cost management is low, its responses are faster, and it scales easily.

The low cost and easy scalability of Leena AI have made a difference for my organization as we are now able to handle all our customers..”

Verified user

Software Engineer at a university with 1,001-5,000 employees

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“One of the best features that Leena AI offers is the ability to generate answers based on the single-handed policy that has been fed into the tool. This helps tremendously with multiple types of questions since we cannot monitor all queries and concerns of all employees across the globe. The generative answer feature is one of the best tools to provide generative answers based on the policy. It has helped my team to understand the types of concerns and the fact that concerns will never decrease; they would always increase in number.

The generative answer feature reduces both time and manual efforts. In approximately 86% of scenarios, people use the chatbot and are happy with it. In 10% of scenarios where there is no appropriate answer or where the employee is not satisfied with the answer, they reach out to my team.

One of the standout features for the chatbot tool is the analytics dashboard, which is very simple to understand and has good graphs and charts to understand the differences and usage. The analytics portion allows customization in any way you want to showcase the charts.

Leena AI has positively impacted my organization by improving the efficiency of employees who were earlier not aware where to go to submit their HR-related queries. They used to depend on HRBPs for resolution. This has improved since employees can now access Leena AI portal, ask queries and concerns independently, and get their answers with issues being resolved through the platform..”

Aditi Verma

[Read full review](#) 

Employee query adviser. In HR shared services at a pharma/biotech company with 10,001+ employees

“The best feature that Leena AI offers is that it improves daily.

“Everything is improving with Leena AI, especially with enhancements in integrations, analytics, and the addition of AI in chatbots that help personalize content and provide relevant answers to end users based on past experiences from other companies.

“I worked in Human Resources and managed only the human resources section of Leena AI. Currently, Leena AI has also onboarded smart integration with WhatsApp, Teams, and Outlook, which is a valuable feature to have.

“Leena AI has positively impacted my organization since I implemented it in 2022 during COVID, as it organized messages from management and recruiters for 25,000 employees, helping to check their wellbeing while circulating important messages. After implementing Leena HR chatbot recently, workflows were streamlined. Queries that previously took five, six, or ten days to resolve are now managed under SLA, significantly improving employee experience.

“The improvements include an increase in resolution times. Since Leena AI is a growing chatbot, information that was previously scattered is now centralized, improving employee experience from 70% to 90% according to our survey..”

Abhijit Prasad

[Read full review](#) 

Human Resource Manager at a manufacturing company with 5,001-10,000 employees

“Leena AI offers AI Colleagues, which are digital employees and Leena AI's flagship feature. Instead of a simple chatbot, Leena AI provides specialized AI colleagues for different departments such as HR assistant, IT assistant, and finance assistant. Agentic AI understands requests, plans the required steps, and interacts with multiple enterprise applications to execute the workflow end-to-end. For example, if I want to apply for leave for tomorrow, it checks my leave balance, creates the leave request, sends it for approval, and updates the HR system, notifying me.

“Enterprise integrations and RAG (Retrieval-Augmented Generation) are also features. Instead of generating answers from memory, Leena AI retrieves information from company policies, internal documents, knowledge bases, and SharePoint. Other features include workflow automation from end-to-end, multi-language support, voice-enabled AI, observability and governance with role-based access control, audit trails, policy guardrails, AI activity monitoring, and fast deployment.

“Of all these features, I appreciate AI Colleagues the most. Leena AI provides specialized AI colleagues for different departments such as HR assistant, IT assistant, and finance assistant, instead of offering just a simple chatbot. I also appreciate Agentic AI's end-to-end workflow capability, which understands requests, plans the required steps, and interacts with multiple enterprise applications to execute the workflow. Enterprise integrations with Microsoft Teams work absolutely fine, and RAG improves the accuracy by retrieving information from company policies and internal documents, reducing hallucination. These are all the features that I appreciate.

“Leena AI has positively impacted my organization by improving employee productivity through automating repetitive HR, IT, and finance tasks. Instead of employees writing and waiting for support teams, they receive instant assistance through AI, which reduces response time, lowers operational costs, improves employee satisfaction, and allows support teams to focus on more strategic work. By integrating with enterprise systems to automate workflows, Leena AI also helps organizations scale support without proportionally increasing headcount. Key impacts include twenty-four-seven employee support, reduced HR workload, fast

issue resolution, improved employee experience, lower operational costs, higher productivity, and scalable support..”

Pentala Shashank

Engineer at a manufacturing company with 10,001+ employees

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Other Solutions Considered

“Before Leena AI, we used a small tool called Yellow.ai or Symphony AI, which was not intuitive and did not improve, which led us to switch to Leena AI..”

Abhijit Prasad

Human Resource Manager at a manufacturing company with 5,001-10,000 employees

[Read full review](#) 

“In the market, there were no other options that caught our attention as much as Leena AI, which is why we did not explore anything else. We believed in onboarding Leena AI due to its unique features..”

Abhijit Prasad

Human Resource Manager at a manufacturing company with 5,001-10,000 employees

[Read full review](#) 

ROI

Real user quotes about their ROI:

“I have seen a return on investment, as there was a significant reduction in the number of HR staff needed to address queries after implementing the bot, allowing additional team members to focus on other strategic HR tasks..”

Abhijit Prasad

[Read full review](#) 

Human Resource Manager at a manufacturing company with 5,001-10,000 employees

“When it comes to metrics, Leena AI has saved the HR department seventy percent plus employee tickets auto-resolved using AI colleagues only, and there is a four to ten times measured ROI reported across enterprise deployments. There is a thirty percent reduction in ticket resolution time for helpdesk operations and a seventy percent reduction in ticket volume. Additionally, the resolution time for resolvable tickets has been reduced to one or two days. This is all attributed to using Leena AI..”

Pentala Shashank

[Read full review](#) 

Engineer at a manufacturing company with 10,001+ employees

Use Case

“My main use case for Leena AI is to manage our customer queries automatically on chat, email, and personally.

A quick specific example of how Leena AI helps with customer queries in my daily workflow is that basic questions asked by customers are handled by this AI, and any relevant information or brochures are provided if needed.

We use Leena AI to auto-reply to common questions only..”

Verified user

Software Engineer at a university with 1,001-5,000 employees

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“Leena AI serves as my primary tool for query management and knowledge management for my team.

“In my daily work with Leena AI for query management, we had numerous queries reaching out to multiple stakeholders, and Leena AI streamlined those workflows. We now have a ticketing system in place with a clearly defined SLA. For knowledge management, we had multiple policies scattered across various shared folders and other important locations, and all of those have been uploaded to Leena AI. Leena AI functions as a chatbot and provides all that information directly to end users..”

Abhijit Prasad

[Read full review](#) 

Human Resource Manager at a manufacturing company with 5,001-10,000 employees

“My team uses Leena AI for query resolution through their helpdesk platform. We also use the chatbot and onboarding module as well as the offboarding module of Leena AI.

I work in a team where we monitor the types of requests related to the helpdesk platform and accordingly update and maintain the repository of queries related to policy in the system. We monitor and respond to queries as a Tier one agent to ensure accuracy.

We use Leena AI for notifications published about changes in policy or specific communications that we need to send across to all employees either on MS Teams or via email. We also use Leena AI to onboard new hires as well as offboard existing employees once they raise their designation in the tool..”

Aditi Verma

[Read full review](#) 

Employee query adviser. In HR shared services at a pharma/biotech company with 10,001+ employees

“Leena AI provides an AI-powered digital employee, which is an AI colleague that automates enterprise support and business processes. Instead of employees manually contacting HR, IT, Finance, or operating teams, they directly interact with Leena AI, which understands the request and either answers or completes the task on its own from end-to-end workflow.

“For example, as an employee at the company, instead of emailing HR, raising an IT ticket, or calling finance, I can directly ask Leena AI, 'I want to apply for leave next month.' Leena AI checks my leave balance and creates the leave request and sends it for manager approval, updates the HR record system, and notifies once it is approved. There is no manual intervention needed in this process. This is the major use case that I have used in my company.

“Leena AI also provides HR automation and IT helpdesk support where I can reset a password, request software installation, raise a ticket, report laptop issues, request VPN access, or create tickets. Apart from this, knowledge management functionality allows employees to ask questions such as 'What is our travel reimbursement policy?' Instead of searching documents, Leena AI retrieves the answer from the company's knowledge base using RAG. Workflow automation allows me to create requests, route them for approval, and notify procurement; all of these I can track using Leena AI itself through chat. Additionally, enterprise integration with systems such as SAP, Workday, ServiceNow, Microsoft 365, Salesforce, and Oracle is available, and I have used Leena AI for all of these use cases..”

Pentala Shashank

Engineer at a manufacturing company with 10,001+ employees

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Customer Service and Support

“Leena AI's customer support has been excellent. The team adheres to a fixed SLA, responds quickly, and the dedicated team aligns well with us, providing timely resolutions..”

Abhijit Prasad

Human Resource Manager at a manufacturing company with 5,001-10,000 employees

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Other Advice

“The advice I would give to others looking into using Leena AI is that others should try it once because it is very useful as it automates customer interactions and provides responses to common questions while reducing support workload. I would rate this product a 9 out of 10..”

Verified user

Software Engineer at a university with 1,001-5,000 employees

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“I have chosen an eight out of ten rating for Leena AI because of the features it has and the service it provides.

“I suggest others use Leena AI as it automates processes that are traditionally done by manual work. This decreases output time and improves employee satisfaction, so I recommend it to other organizations.

“I have mentioned everything from AI Colleagues, Agentic AI, enterprise integration, RAG (Retrieval-Augmented Generation), workflow automation, multi-language support, voice-enabled AI, observability and governance, and fast deployment. Everything I have given is in my review..”

Pentala Shashank

Engineer at a manufacturing company with 10,001+ employees

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“We have not been calculating employee satisfaction scores everywhere, but I believe it is somewhere around 2.5 or three out of five. The reduction in HR

workload on the invisible tasks that they have been doing while resolving queries of employees has progressively been reduced.

The time has definitely been saved with Leena AI and the invisible workload has definitely been reduced. Apart from that, I am not sure if I can give any certain data.

I would suggest not going for the basic version. Go for the advanced version of Leena AI. The tool is very employee-friendly and easy to understand. However, do set expectations before purchasing the tool that customer service needs to be available most of the time and the turnaround time has to reduce. The overall rating I would give for this product is seven out of ten..”

Aditi Verma

Employee query adviser. In HR shared services at a pharma/biotech company with 10,001+ employees

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“We use [AWS](#) as our cloud provider for the private cloud.

“I would describe Leena AI's user interface as very intuitive, useful, and easy for our team and employees to use.

“We have had no concerns regarding how Leena AI handles security and compliance requirements in our organization. They follow all necessary compliance requirements for data retention and other factors.

“Leena AI integrates effectively with our existing HR systems. While there was a small challenge with SAP due to field name mismatches, overall the integration was good and streamlined.

“I find Leena AI's reporting and analytics features to be excellent, as we can download them in CSV and Excel formats, and the dashboards are also very effective.

“Multilingual support was not important for us since English is the main language, and it works effectively for our needs.

“I am very satisfied with the frequency and quality of updates or new features from Leena AI. Whenever there is an area of improvement, they update us and provide detailed information during our daily standup calls.

“My advice for others considering Leena AI is to use only the features suitable for their needs and not to overextend by purchasing extra products or features initially.

“My company does not have any business relationship with this vendor beyond being a customer.

“Leena AI is a great tool for any company. Since the team has been improving since they started in 2021, they have a strong team, and the founders, product team, sales team, and customer support teams are always reliable. The overall features and support provided by Leena AI are highly useful for any organization considering onboarding them. I would rate this product 9 out of 10..”

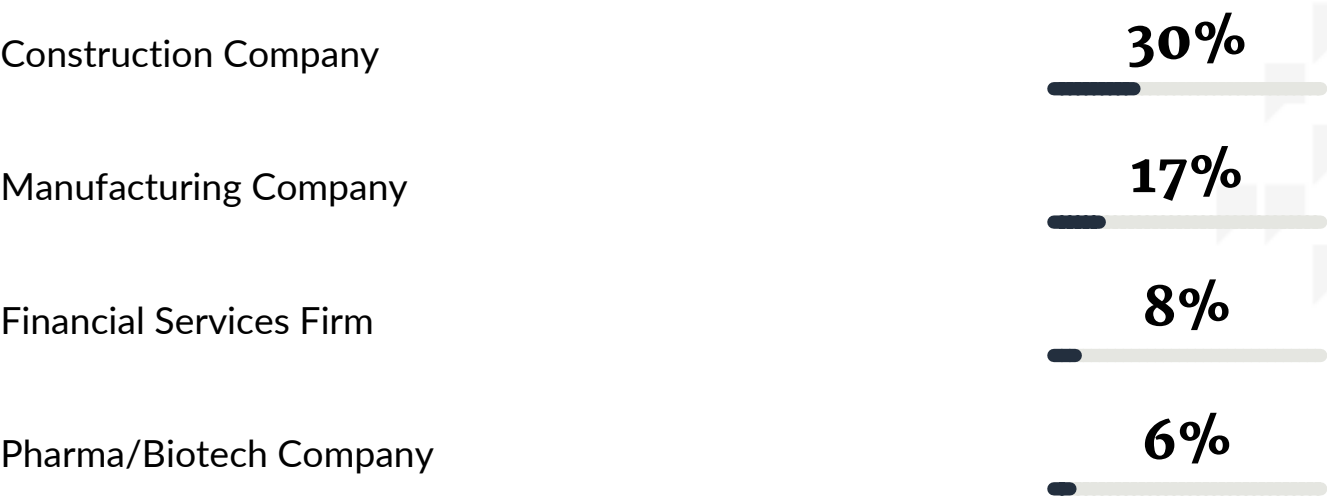
Abhijit Prasad

Human Resource Manager at a manufacturing company with 5,001-10,000 employees

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Top Industries

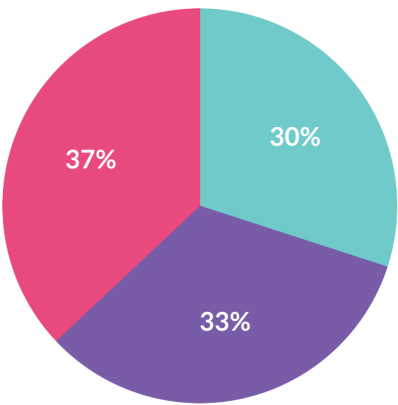
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Company Size

by reviewers

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Large Enterprise Midsized Enterprise Small Business

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