

# AI and Payroll

## Navigating Risks and Embracing Change

# Agenda

01



Scepticism vs  
Potential

02



Different AI  
models

03



The art of  
prompting

04



AI strengths and  
limitations

05



Augmentation  
not replacement

06



Datapay  
Payroll  
AI Assistant

# AI and Payroll

## Scepticism:

- Inaccurate and unreliable
- Confidentiality issues
- Complexity and context

## Potential:

- Data analysis
- Anomaly detection and pattern recognition
- Knowledge management
- Task automation

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## Large Language Models (LLMs)

Generate natural text responses to questions

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Trained on vast amounts of text data

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Generates next most likely word in sentence for responses

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Examples: Open AI's Chat GPT, Google's Gemini

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Understand the limitations – beware convincing hallucinations

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## Retrieval Augmented Generative Models (RAG)

Extends standard LLMs

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Focusses responses from a narrower knowledge base

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Improves accuracy and reduces hallucinations

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In payroll – legislative and regulatory sources only

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# The art of prompting

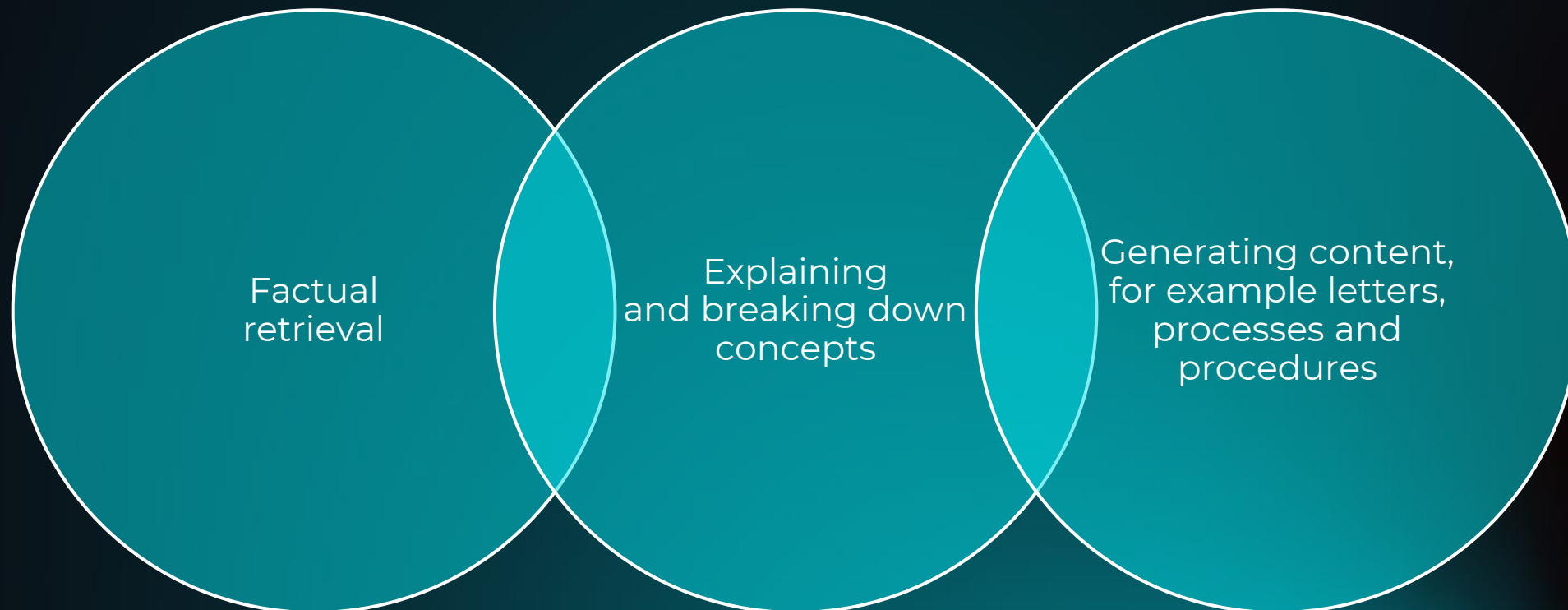
**1.** Importance of asking the right questions

**2.** Prompt engineering

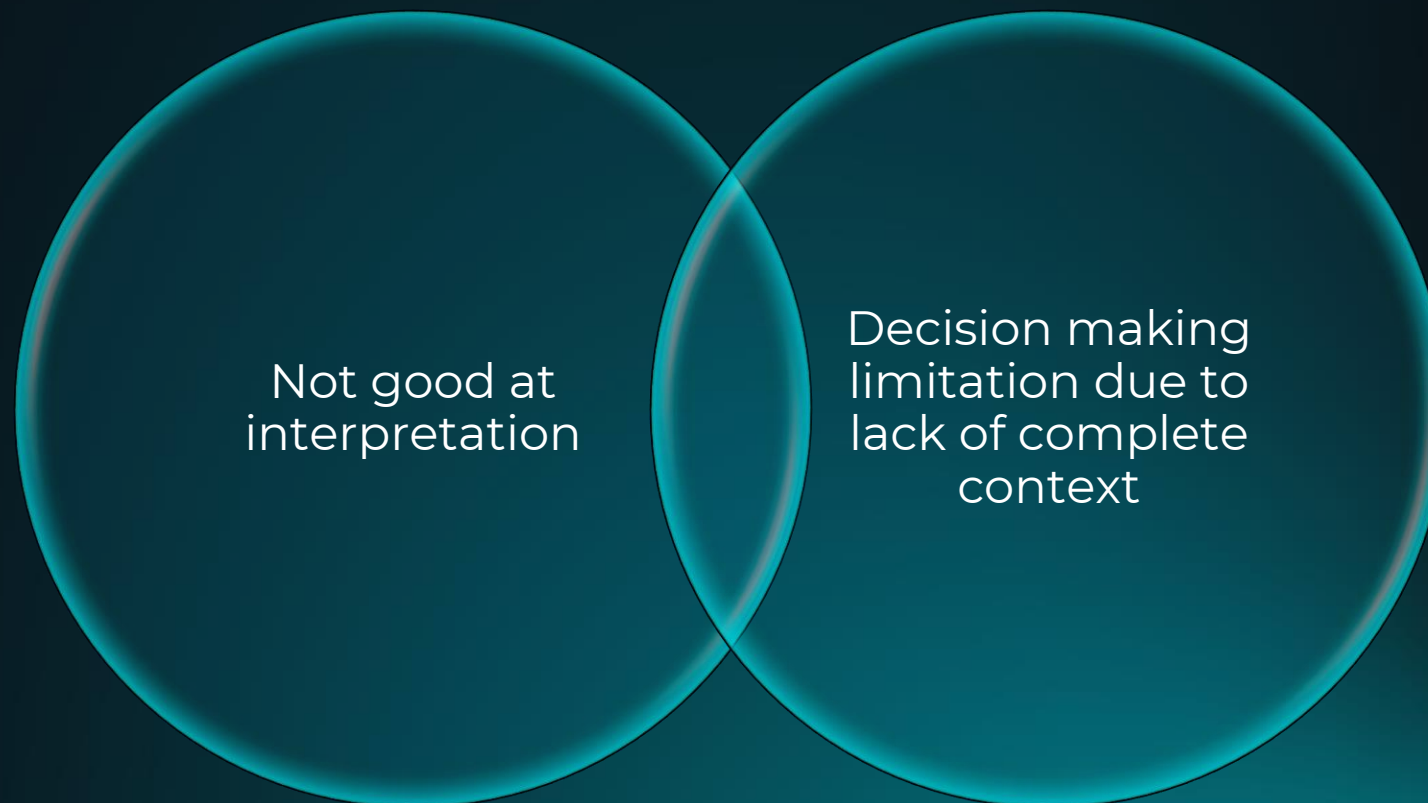
**3.** Be specific, provide context

**4.** Don't be afraid to question

# Strengths of AI



# AI limitations



# Augmentation, not replacement

## Allow the machine to:

- Automate repetitive tasks
- Retrieve knowledge quickly and efficiently
- Summarise large amounts of data
- Process complex calculations

## Allow the human to:

- Manage outliers and complex situations
- Interpret results and make decisions
- Make judgement calls

We have been working on something exciting in our AI Labs...

Learn about the inception of our new Payroll AI Assistant

1

The payroll AI assistant was developed to support our Managed Payroll consultants in **addressing complex customer inquiries** about payroll scenarios, providing accurate and easily understandable responses

2

By accessing relevant legislation and guidance, the AI assistant delivers comprehensive and **reliable answers in plain English**, saving time and minimising errors for both consultants and customers

3

Additionally, the AI assistant aids payroll managers within organisations, offering valuable support in efficiently handling intricate questions to **prevent potential workload and compliance issues**

4

This initiative aligns with the industry trend of leveraging AI for knowledge-based tasks, providing Datapay and its customers with a **competitive advantage**

# Our Datapay Payroll AI Assistant



## A payroll legislation knowledge expert

The Payroll Assistant has expert knowledge of legislation and regulatory procedures across ANZ, encompassing all relevant facts, rules, definitions, and procedures.



## Support with payroll legislative scenarios

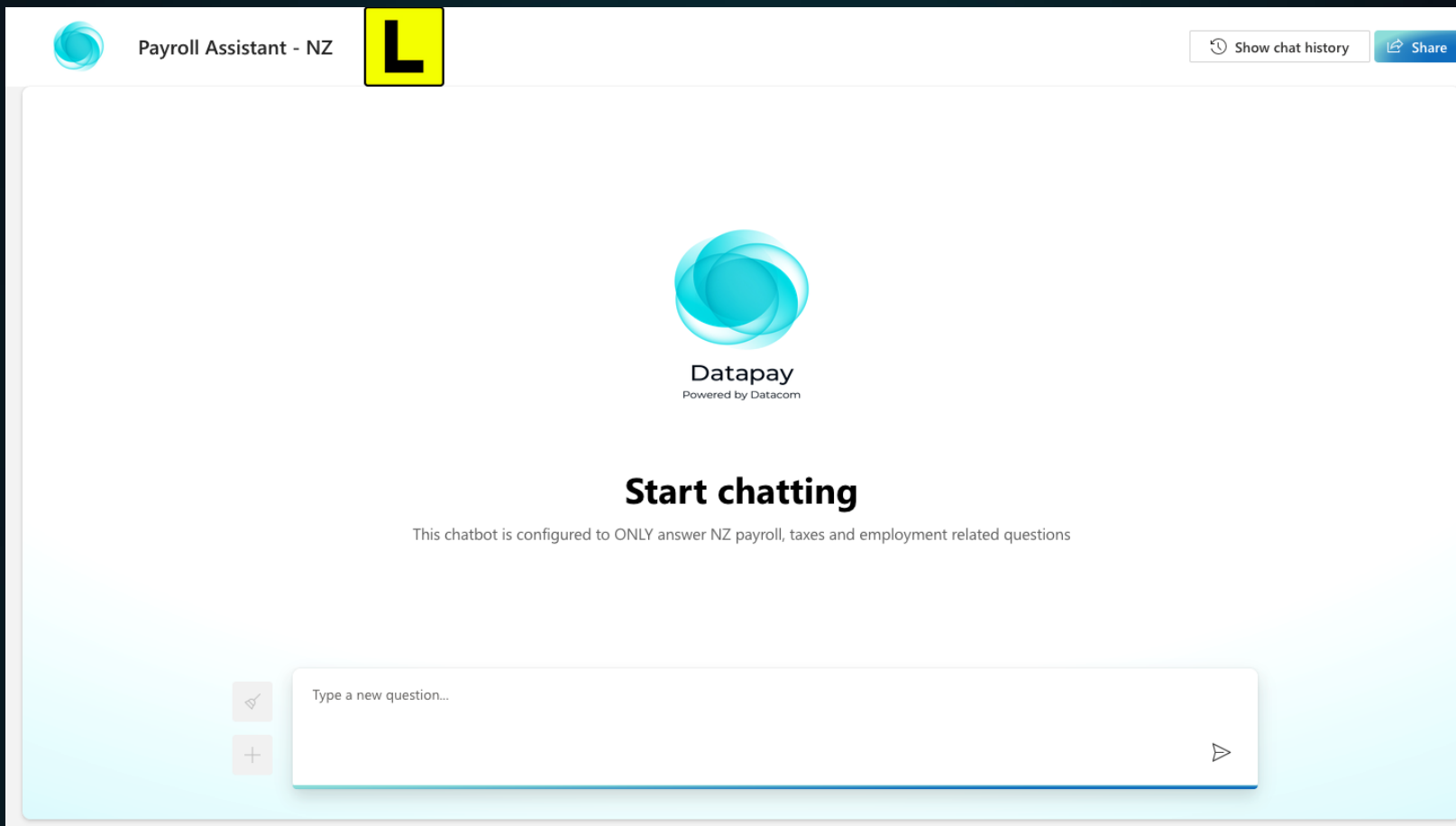
The Payroll Assistant can address all inquiries relating to payroll scenarios and the corresponding legal implications.



## Assistance with payroll correspondence

The Payroll Assistant can write letters to staff or customers (managed service) based on the needs of the payroll scenario in play.

And now for a demonstration...



The screenshot shows a chatbot interface with a white header and a light blue gradient background. The header contains the Datapay logo, the text 'Payroll Assistant - NZ', a yellow square with a black 'L', and buttons for 'Show chat history' and 'Share'. The main content area features the Datapay logo and the text 'Start chatting' followed by a disclaimer: 'This chatbot is configured to ONLY answer NZ payroll, taxes and employment related questions'. At the bottom, there is a text input field with the placeholder 'Type a new question...' and a send button.

# Summary

- AI is rapidly changing the way we work
- Different AI models can vastly improve accuracy and reliability
- Understanding how to interact with AI can improve results and
- AI is a tool to augment and not replace a human
- Introducing the Datapay Payroll Assistant

Thank you!  
Q&A

If you'd like to get in touch to learn more about Datapay, please reach out to a member of our team:

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