

# UAE Government Launches HR AI Agent

The HR AI Agent will serve more than 50,000 employees across the UAE Federal Government. In its initial rollout, it offers 108 services, automates 80% of employees' self-service HR transactions, and provides instant responses to 80% of HR-related legal inquiries. Collectively, this is expected to save around 170,000 work hours annually in technical support and legal services within the HR domain.

The HR AI Agent is powered by generative AI, an advanced intelligent system capable of completing tasks, processing transactions, delivering services, and responding to employee inquiries on their behalf. It operates by reading and analyzing data from the federal government's Human Resources Information Management System "Bayanati", and provides accurate, tailored responses through interactive written and voice channels in both Arabic and English—without human intervention.

UAE federal government employees can access the HR AI Agent anytime, from anywhere, through the Federal Authority for Government Human Resources' website ([www.fahr.gov.ae](http://www.fahr.gov.ae)) or via the FAHR smart application.

## **Ohood Al Roumi: Harnessing AI to drive a transformative shift in HR sector**

Her Excellency Ohood bint Khalfan Al Roumi, Minister of State for Government Development and the Future and Chairwoman of the Federal Authority for Government Human Resources, affirmed that the launch of the HR AI Agent reflects the leadership's vision of leveraging artificial intelligence to drive a transformative shift in government human resources and strengthen the UAE's leadership in this field. She noted that the government continues to innovate and develop advanced technological models to enhance services and move user experiences into the future, through solutions that are simple, efficient, instant, and personalized.

Al Roumi added that the HR AI Agent is a new addition to FAHR's suite of integrated services, supporting the government's objective of achieving "Zero Digital Bureaucracy" while enhancing productivity and institutional efficiency.

## **Faisal AL Mheiri: Aligning technology with employee needs to deliver a smoother, more efficient experience**

His Excellency Faisal Binbuti AL Mheiri, Director General of the Federal Authority for Government Human Resources, stated that the launch of the HR AI Agent represents a pioneering step towards shaping the future of government services. Through this initiative, the FAHR aligns technology with employee needs to deliver a smoother and more efficient user experience, reflecting the UAE Government's approach of harnessing technology to serve society.

Al Mheiri added that the project is a practical embodiment of the UAE Artificial Intelligence Strategy 2031 and reflects the leadership's vision of building a fully digital government supported by AI solutions. He noted that the HR AI Agent, which will be rolled out in phases, is based on continuous learning, enabling it to acquire knowledge and skills and enhance its capabilities through daily interactions and employee inputs, making its responses increasingly accurate over time.

## **Shaping the future of government work**

The launch of the HR AI Agent strengthens FAHR's efforts to advance the "Zero Bureaucracy" agenda, drive institutional excellence, and leverage generative AI to boost productivity and efficiency. It also contributes to consolidating the UAE's global standing as a leader in shaping the future of government work.

FAHR continues to pursue its forward-looking vision by developing integrated service solutions powered by cutting-edge technologies and global best practices. These proactive solutions are designed to meet

employees' evolving needs and support the creation of a flexible, future-ready government workplace, aligned with the UAE's ambitions for leadership and excellence in governance.

**To learn more about the HR AI Agent, [click here](#).**

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