The AI in HR Use-Case Map

Readiness, legal exposure, and the practitioner skill behind 21 HR use cases

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This map rates 21 specific AI use cases in HR on readiness and legal exposure, then sorts them into four zones that show where to start. The ratings are FFHR judgment, and page 7 publishes the criteria so you can challenge any of them.

PUBLISHED	NEXT REVIEW	REFRESH CYCLE
Oct. 22, 2026	Jan. 2027	Figures and legal status re-verified quarterly

28%
of HR processes have operational AI solutions, across 10 countries
McKinsey HR Monitor 2026

39%
of organizations have implemented AI in their HR functions
SHRM State of AI in HR 2026

26%
of U.S. employees say their organization has communicated a clear plan for integrating AI
Gallup, Aug. 2026

> In FFHR's view, much of the gap between adoption and value comes down to order. Teams tend to switch on whatever their vendors ship first, before their data or governance can support it. This map is built to help you choose the order.

Where to Start

MORE READY →

Start here

Ready, with low legal exposure. Build skills and early wins here.

1. Interview scheduling
2. Job description drafting
8. Survey comment analysis
10. Learning recommendations
11. Training content generation
16. Market benchmarking

MEASURE Hours saved per task, and how often staff have to fix the output.

Govern before you scale

Ready, but legal exposure is elevated. Put audits, notices, and a named decision owner in place before expanding.

3. Sourcing and candidate matching
4. Resume screening and ranking
6. Candidate chatbots
12. Review drafting assistance
17. Pay equity analysis
18. Policy Q&A chatbot
20. Investigation support

MEASURE Pass-through rates by demographic group, and how often a person overrides the tool.

Build the foundation

Low legal exposure, but the tools or your data aren't ready. Fix data pipelines and ownership first.

9. Plain-English HR reporting
15. Scenario modeling

MEASURE Share of records complete and consistent across systems, before any AI goes live.

Pilot with controls

Not ready, and exposure is elevated. Run small pilots with counsel involved, or wait for better evidence.

5. Video or voice interview scoring
7. Attrition prediction
13. Individual performance or flight-risk scoring
14. AI-inferred employee skills profiles
19. Sentiment or emotion monitoring RESTRICTED
21. Agentic workflows in HR systems

MEASURE Accuracy against a human baseline on a small sample, before widening the pilot.

MORE LEGAL EXPOSURE →

HOW TO USE THIS MAP

Find what you run.
Mark the use cases your team has live or in pilot on the matrix, page 2.

Check the zone.
See where each lands on readiness and legal exposure, page 3.

Run the check.
Use the practitioner check for each one before trusting its output, page 4.

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The Use-Case Matrix

Green is favorable, amber is mixed, and red signals friction. Readiness adds the first three ratings, with data lift reversed, into a score from 3 to 9, and the key below says what each score means. Ratings are FFHR judgment against the rubric on page 7.

#	Use case	Tool maturity	Data lift	Value signal	Legal exposure	Readiness score	Zone	Holding it back
Talent Acquisition								
1	Interview scheduling	High	Low	High	Low	9 / 9	Start here	Nothing major
2	Job description drafting	High	Low	Med	Low	8 / 9	Start here	Thin value evidence
3	Sourcing and candidate matching	High	Med	Med	High	7 / 9	Govern before you scale	Some data needed; Thin value evidence
4	Resume screening and ranking	High	Med	Med	High	7 / 9	Govern before you scale	Some data needed; Thin value evidence
5	Video or voice interview scoring	Med	Med	Low	High	5 / 9	Pilot with controls	Unproven value; Maturing tools; Some data needed
6	Candidate chatbots	High	Low	Med	Med	8 / 9	Govern before you scale	Thin value evidence
HR Analytics								
7	Attrition prediction	Med	High	Med	Med	5 / 9	Pilot with controls	Heavy data needs; Maturing tools; Thin value evidence
8	Survey comment analysis	High	Med	Med	Low	7 / 9	Start here	Some data needed; Thin value evidence
9	Plain-English HR reporting	Med	High	Med	Low	5 / 9	Build the foundation	Heavy data needs; Maturing tools; Thin value evidence
Learning & Development								
10	Learning recommendations	High	Med	Med	Low	7 / 9	Start here	Some data needed; Thin value evidence
11	Training content generation	High	Low	Med	Low	8 / 9	Start here	Thin value evidence
Performance								
12	Review drafting assistance	High	Low	Med	Med	8 / 9	Govern before you scale	Thin value evidence
13	Individual performance or flight-risk scoring	Med	High	Low	High	4 / 9	Pilot with controls	Heavy data needs; Unproven value; Maturing tools
Workforce Planning								
14	AI-inferred employee skills profiles	Med	High	Med	Med	5 / 9	Pilot with controls	Heavy data needs; Maturing tools; Thin value evidence
15	Scenario modeling	Med	High	Med	Low	5 / 9	Build the foundation	Heavy data needs; Maturing tools; Thin value evidence
Compensation								
16	Market benchmarking	High	Med	High	Low	8 / 9	Start here	Some data needed
17	Pay equity analysis	High	High	High	Med	7 / 9	Govern before you scale	Heavy data needs
Employee Relations								
18	Policy Q&A chatbot	High	Med	High	Med	8 / 9	Govern before you scale	Some data needed
19	Sentiment or emotion monitoring RESTRICTED	Med	Med	Low	High	5 / 9	Pilot with controls	Unproven value; Maturing tools; Some data needed
20	Investigation support	Med	Low	Med	Med	7 / 9	Govern before you scale	Maturing tools; Thin value evidence
Cross-domain								
21	Agentic workflows in HR systems	Low	High	Low	Med	3 / 9	Pilot with controls	Immature tools; Heavy data needs; Unproven value

WHAT EACH READINESS SCORE MEANS

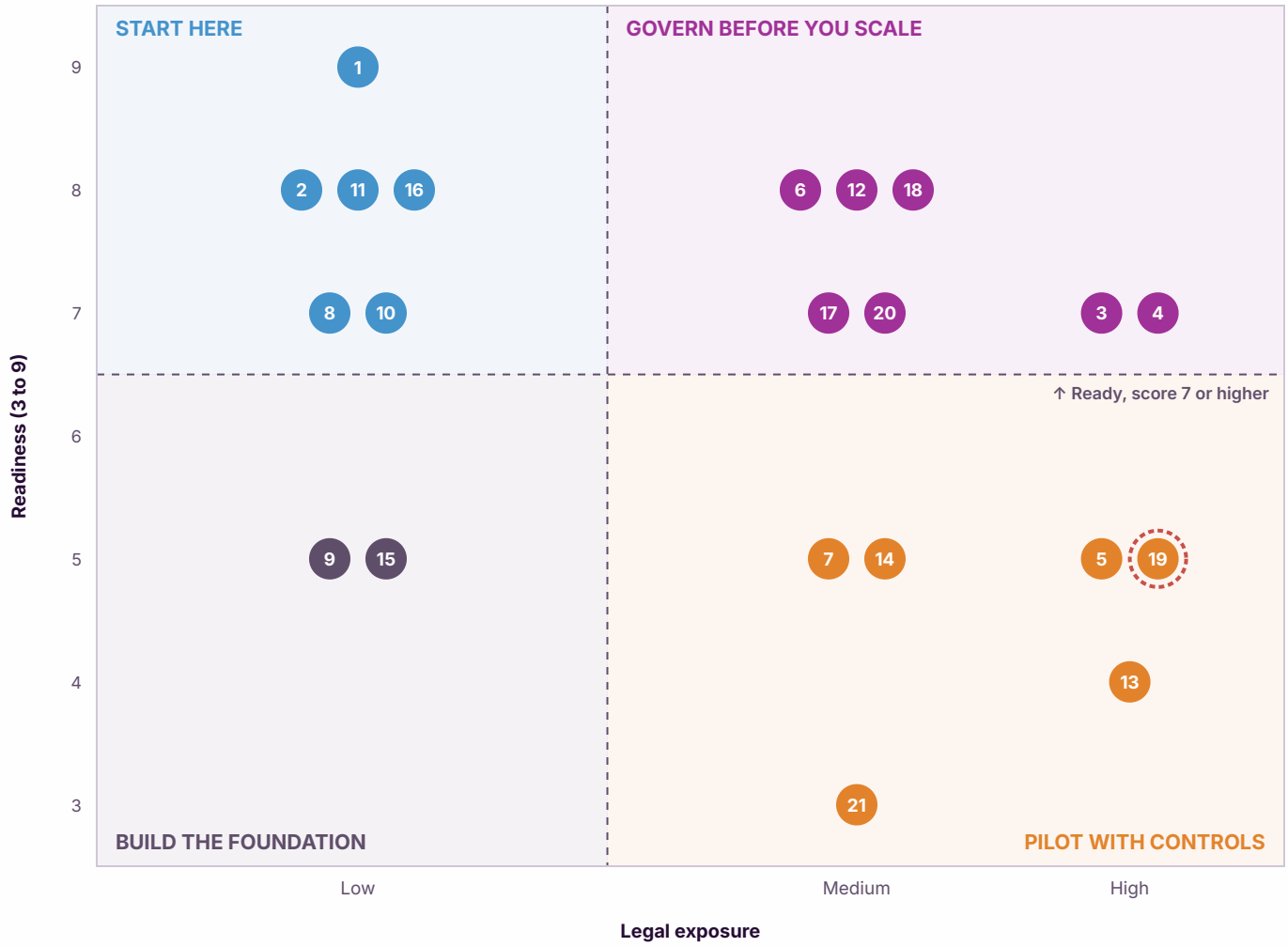
Full definitions on page 7

- **9** **Ready now.** Deploy with standard checks.
- **8** **Ready.** Deploy, and watch the named gap.
- **7** **At the line.** Confirm the named gaps before scaling.
- **6** **One step short.** Close one gap to reach ready.
- **5** **Not yet.** Small, supervised pilot only.
- **3 to 4** **Early stage.** Watch the market before building on it.

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Readiness vs. Legal Exposure

This chart places the 21 use cases from page 2, and each dot's number matches its row in the matrix. The higher a dot sits, the higher its readiness score. The further right it sits, the more legal exposure it carries. Two dashed lines split the chart into the four zones. Dots above the horizontal line score 7 or higher and count as ready, and dots to the right of the vertical line carry medium or high legal exposure.



PATTERNS WORTH NOTICING

Hiring splits across three zones. Scheduling and job descriptions (1, 2) are safe starting points, while sourcing, screening, and chatbots (3, 4, 6) sit in the upper right, where tool maturity is high and legal exposure is elevated. Video or voice interview scoring (5) sits lower right.

Heavy data needs hold most use cases back. Six of the seven use cases rated for heavy data needs score 6 or lower. Pay equity analysis is the exception, because mature tools and strong value carry it over the line. If your HR data lives in separate systems, that's the fix to start with.

High exposure comes with thin evidence. None of the five high-exposure use cases has strong evidence of value, which makes vendor evidence worth asking for before a pilot.

One use case is restricted outright. Sentiment or emotion monitoring (19, dashed red ring) runs into two rules. The EU AI Act has banned workplace emotion recognition since Feb. 2, 2025, with narrow medical and safety exceptions, and California AB 1883 restricts AI emotion inference from workplace surveillance starting Jan. 1, 2027. Check where your employees work before piloting it.

These patterns follow from the ratings in the matrix, which are FFHR judgment.

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The Practitioner Skill Behind Each Use Case

Each use case below depends on a person checking the output. FFHR groups the skills that checking requires into six AI competencies for HR practitioners. Every use case is matched to the competency that matters most for it, along with the specific check to run before trusting the output.

AI and Data Literacy
Knowing how AI works and fails, and reading its output and data quality

AI Briefing and Output Review
Giving AI clear context and checking what comes back

Ethics, Bias and Privacy
Testing for adverse impact and protecting employee data

Human Judgment and Accountability
Deciding when to use AI and owning outcomes that affect people

Workflow Design
Mapping steps, handoffs, and approval gates

Vendor and Legal Due Diligence
Auditing vendors and knowing which rules apply where

#	Use case	Core competency	Check before you trust the output
1	Interview scheduling	Workflow Design	Confirm candidate messages and rescheduling rules match your actual process.
2	Job description drafting	AI Briefing and Output Review	Strip requirements you can't defend as job-related and check for exclusionary wording.
3	Sourcing and candidate matching	Vendor and Legal Due Diligence	Get the vendor's bias audit and compare match results against your own applicant pool.
4	Resume screening and ranking	Ethics, Bias and Privacy	Run adverse impact analysis on pass-through rates and keep a person reviewing rejections.
5	Video or voice interview scoring	Vendor and Legal Due Diligence	Confirm notice and consent duties first, including Illinois' AI Video Interview Act.
6	Candidate chatbots	Ethics, Bias and Privacy	Check what data it collects and whether any answer can screen a candidate out.
7	Attrition prediction	AI and Data Literacy	Read the model's precision and false positive rate before anyone acts on a score.
8	Survey comment analysis	AI and Data Literacy	Spot-check themes against raw comments and hold anonymity thresholds.
9	Plain-English HR reporting	AI Briefing and Output Review	Reconcile AI answers against a report you trust before relying on new ones.
10	Learning recommendations	Human Judgment and Accountability	Check that recommendations tie back to role requirements and career paths.
11	Training content generation	AI Briefing and Output Review	Fact-check generated content against current policy and law before it's assigned.
12	Review drafting assistance	Human Judgment and Accountability	Make sure the manager's own evidence drives the rating and AI only helps with wording.
13	Individual performance or flight-risk scoring	Ethics, Bias and Privacy	Validate results across protected groups and never let a score drive discipline alone.
14	AI-inferred employee skills profiles	AI and Data Literacy	Have employees confirm inferred skills before they're used for mobility decisions.
15	Scenario modeling	Human Judgment and Accountability	Stress-test the assumptions and record which ones leadership approved.
16	Market benchmarking	AI and Data Literacy	Check job-match quality and survey age before setting or moving ranges.
17	Pay equity analysis	Ethics, Bias and Privacy	Run it with counsel involved and document how each flagged gap was resolved.
18	Policy Q&A chatbot	Workflow Design	Tie answers to the current policy version and route edge cases to a person.
19	Sentiment or emotion monitoring	Vendor and Legal Due Diligence	Confirm the use isn't banned or restricted where your employees work.
20	Investigation support	Human Judgment and Accountability	Use summaries to organize evidence, and keep findings with the investigator.
21	Agentic workflows in HR systems	Workflow Design	Map every action the agent can take and set approval gates before it touches records.

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Agentic AI and Company Size

Two things change how you should read the map. One is whether the AI acts on its own. The other is the size of the team that has to govern it.

Agentic AI, the Newest Row

Major HR platforms began shipping agents in 2025 for work like recruiting, payroll, and performance goals (sources on page 7). What changes is how much a person stays in the loop.

1 ANSWERS
Responds to a question. A person decides what to do with it.

→

2 DRAFTS
Produces a draft. A person edits it and sends it.

→

3 ACTS AGENTIC
Takes multi-step actions inside HR systems, sometimes without approval at each step.

A person approves each step — You design where a person approves →

Rated low on maturity and value. We haven't found reliable data on how many HR teams run agents in production.

Rated medium on legal exposure. Exposure follows what the agent can touch. Routing help desk tickets is low risk, and changing employment status or screening candidates is high.

Five Gates Before an Agent Touches HR Records

1. **Scope** — Limit write access to the records and fields it needs
2. **Approve** — Require human sign-off on pay, status, or access changes
3. **Log** — Record every action in enough detail to reconstruct it
4. **Roll back** — Test reversing its actions before go-live
5. **Own** — Name the person accountable for what it does

ASK THE VENDOR

- ? Which actions can the agent take without a human approving them?
- ? What does the audit log capture, and can we export it?
- ? Can we restrict it to specific records, fields, or employee groups?
- ? How are model or behavior changes communicated after go-live?

Company Size Changes the Bottleneck

	Small and mid-size Under 250 employees	Large enterprises 250 or more employees
Main bottleneck	Time and testing capacity, with few people owning every HR tool	Data integration and change management. Separate systems push more use cases into Build the foundation.
Legal coverage	Doesn't shrink with headcount. Illinois' AI rules cover employers with one or more employees in the state.	The same rules, often across many jurisdictions at once
Bias testing	Lean on vendor bias audits and documentation you can hand to counsel	Run your own adverse impact testing alongside vendor audits
Biggest blind spot	Tools adopted one at a time with no inventory	Vendor sprawl, as business units buy AI tools HR hasn't reviewed
First move	Keep one AI tool inventory with one owner	Set up a standing group across HR, legal, IT, and privacy with one accountable executive

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The Legal Picture, October 2026

Most of these rules target hiring and other employment decisions, so they land hardest on the Govern before you scale and Pilot with controls zones. Status is as of Oct. 22, 2026. Treat this page as governance information and confirm current status with counsel before acting on it.

WHAT APPLIES WHEN

In effect now
- Illinois HB 3773
- Texas TRAIGA
- California civil rights ADS rules
- NYC Local Law 144
- EU ban on workplace emotion recognition

Jan. 1, 2027
- California CPPA automated decision rules for employers
- California AB 1883
- Colorado SB 26-189, enforcement on hold

July 1, 2027
- California SB 947

Oct. 1, 2027
- Connecticut SB 5 employment notice duties

Dec. 2, 2027
- EU AI Act high-risk rules for employment AI

Jurisdiction	Rule	Status	Domains touched
Illinois	HB 3773, amending the Illinois Human Rights Act	In effect since Jan. 1, 2026. Proposed notice rules were published in May 2026 and then postponed.	TA, Performance
New York City	Local Law 144, automated employment decision tools	In effect since July 2023. A Dec. 2025 New York State Comptroller audit found enforcement weak.	TA
California	Civil Rights Council automated-decision system regulations under FEHA	In effect since Oct. 1, 2025.	All employment decisions
California	CPPA automated decision-making technology rules	Employer compliance for significant decisions starts Jan. 1, 2027.	TA, Performance, Comp
California	SB 947, the narrower successor to the vetoed No Robo Bosses Act	Signed Sept. 30, 2026, effective July 1, 2027. Bars sole reliance on an automated decision system for discipline or termination.	Performance, ER
California	AB 1883, workplace surveillance	Effective Jan. 1, 2027. Restricts AI emotion inference from workplace surveillance.	ER
Colorado	SB 26-189, which replaced SB 24-205 before it took effect	Signed May 14, 2026 and reported effective Jan. 1, 2027. Enforcement is on hold under a stipulated order in pending federal litigation.	TA, Performance, Comp
Connecticut	SB 5	Signed June 2, 2026. Employment AI notice and disclosure duties start Oct. 1, 2027.	TA, Performance
Texas	TRAIGA (HB 149)	In effect since Jan. 1, 2026. Bars AI used with intent to discriminate, and the attorney general enforces it.	All
European Union	AI Act, Annex III high-risk systems (employment)	Delayed to Dec. 2, 2027 by the Digital Omnibus. The ban on workplace emotion recognition has applied since Feb. 2025.	All, for EU staff
Federal	Executive Order 14365 and the DOJ AI Litigation Task Force	Pressure on state AI laws, but no state employment AI law has been preempted to date.	Watch list

Case to watch. In Mobley v. Workday (N.D. Cal.), a nationwide collective of applicants age 40 and over is pursuing age discrimination claims against an HR software vendor over AI screening. The court has allowed the theory that a vendor can be liable as the employer's agent, which is why, in FFHR's view, vendor contracts and audit rights deserve as much scrutiny as tool selection.

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How the Ratings Work

Every use case is rated on four dimensions against the written criteria below. The ratings are FFHR judgment, and they vary by vendor and by how a tool is configured, so rate your own setup before relying on a zone.

The Rubric

Dimension	High	Medium	Low
Tool maturity	Built into major HRIS or ATS platforms, and production use is common	Offered by several vendors, mostly in early production	Mostly pilots or point solutions
Data lift	Needs clean, integrated internal data from several systems	Needs one well-maintained internal data source	Works with little or no internal data
Value signal	Measurable savings or better decisions, with published cases	Plausible gains with thinner evidence	Unproven, or gains are hard to measure
Legal exposure	Feeds hiring, discipline, or termination decisions covered by AI-specific rules, or is restricted outright somewhere	Touches pay, employee records, or decisions covered by general discrimination law, or gives employees answers they may rely on	Informational, with no decision about an individual

How Use Cases Are Placed

Readiness combines tool maturity, data lift, and value signal on a 3 to 9 scale. High counts 3, Medium 2, and Low 1, with data lift reversed so an easy data lift scores higher. A score of 7 or more counts as ready. Medium or high legal exposure counts as elevated. Crossing ready or not with low or elevated exposure gives the four zones described on page 1.

What Each Readiness Score Means

Score	Meaning	What to do
9	Ready now	Top marks on all three. Deploy with your standard checks.
8	Ready	One step below the top score. Deploy, and watch the gap named in the row.
7	Ready, at the line	Two steps below the top score, right at the cutoff. Confirm the named gaps with your own data or vendor evidence before scaling.
6	One step short	One step below ready. Closing any one gap in the row makes it ready.
5	Not yet	Two steps below ready. Limit it to a small, supervised pilot while the gaps close.
3 to 4	Early stage	Three or more steps below ready. Watch the market, and don't build processes around it yet.

Why Legal Exposure Sits Outside the Score

A tool can be ready and risky at the same time, so legal exposure is kept out of the score and used to set the zone. Exposure also depends on use. Attrition prediction run on aggregate trends is low risk, but the same model scoring named employees for discipline or retention decisions moves toward high, so rate your own configuration.

What the Ratings Don't Cover

The ratings describe each use case in general. They don't assess a specific vendor's product, your contract terms, or your own data quality. The statistics on page 1 are published survey figures, verified against their sources on Oct. 22, 2026, and full citations are below. Figures and legal status are re-verified every quarter.

Sources

McKinsey & Company, HR Monitor 2026, June 2026. About 1,300 HR professionals and 5,500 employees in 10 countries, surveyed Jan. 2026. mckinsey.com

SHRM, State of AI in HR 2026, Mar. 2026. More than 1,900 HR professionals. shrm.org

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Connecticut SB 5, DLA Piper, 2026. dlapiper.com

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Mobley v. Workday, No. 3:23-cv-00770 (N.D. Cal.). courtlistener.com

Company size cutoff follows the European Commission definition of small and medium-sized enterprises, fewer than 250 employees. The US Small Business Administration Office of Advocacy uses a wider line of 500 for small businesses. ec.europa.eu, advocacy.sba.gov

HR agent announcements, Workday press release, Feb. 11, 2025, and SAP SuccessFactors 2H 2025 release, Oct. 13, 2025. newsroom.workday.com, news.sap.com

Use-case ratings, zones, and competency checks are FFHR judgment based on the rubric on this page, and the company-size comparison on page 5 is FFHR judgment too.

Disagree with a rating? Tell us why at **info@futureflue nthr.ai**

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