

AI Contract Chatbot for Labor Unions

National union turns each collective agreement into an answer desk of its own

Twenty-one AI contract chatbots for a labor union, each one scoped to a single collective bargaining agreement, answering members' contract questions at close to nine attempts in ten.

21

Assistants in production, one per agreement

4.9×

Growth in questions, latest six months on the six before

87.4%

Of questions answered, six-month blend

71

Straight days of use, and still running

THE CHALLENGE

The same question has a different right answer in every unit

A member on a rest day working out what a schedule change does to next month's pay. A local representative taking the same question from thirty people in a week, on an agreement he never sat at the table for. A staff officer at head office who knows all of them and can answer any of them, for one person at a time.

Every employer group bargains its own terms, so the answer that is correct for one member is wrong for the member sitting next to her. One assistant trained on all of the agreements would be worse than no assistant at all, because it would sound certain. The union's problem was never a shortage of expertise. It was that expertise lived in a few people's heads and in documents nobody reads end to end.

WHAT GOT BUILT

- **One assistant per agreement.** Each bargaining unit has its own, grounded in that unit's contract and nothing else.
- **Depth where the volume is.** The busiest unit runs a scheduling reference assistant alongside its contract one.
- **Three documents each.** Every source library is held to the few documents that decide the answer.
- **Behind the union's own sign-on.** Members reach them inside the member site, with page rules deciding who sees which.
- **Four pointed inward.** HR, military leave rights, the union's own constitution and admin manual, and the agreement that sits above the units.

WHAT IT DID NOT TAKE

No contract per assistant. All twenty-one sit on one contract with us.

No document reformatting. One employer's contract arrived in a layout the platform could not read. We fixed that on our side, and nobody at the union touched a file.

No rebuild when terms change. Source documents sync from the union's own document store.

SWORN TO SECRECY

A North American labor union representing tens of thousands of licensed professionals, whose members work under a separate collective agreement with each employer. Shared anonymously. Every number comes directly from the union's own deployment.

AT A GLANCE

SECTOR	Organized labor. A national union representing tens of thousands of licensed professionals	STRUCTURE	Members work under a separate collective agreement with each employer, negotiated and administered by that unit
OBJECTIVE	Give every member a correct answer about their own agreement, without routing every question through a representative	KEY USE CASES	Member self-service on contract questions, pay and scheduling interpretation, representative preparation, military leave rights, HR and internal governance
SOLUTION	CustomGPT.ai. Twenty-one grounded assistants on one enterprise contract, each scoped to a single agreement, embedded in the union's member site behind its own sign-on	CORPUS	42.5 million words across 1,132 documents, held in separate libraries so no assistant can reach another unit's terms
ACCESS	The union's existing sign-on handles member authentication, and page-level rules decide which unit's assistant a member reaches		

ACCURACY, MEMBER TRUST AND REPRESENTATIVE OVERSIGHT

Accuracy, member trust and representative oversight: five things a union cannot compromise on

A union answering questions about its own agreements carries an obligation a publisher does not. A wrong answer about pay is a grievance. If you are building the same shortlist, these are the five that matter.

- 1 One agreement per assistant, isolated from the rest.** The same question about pay has a different correct answer in every unit. An assistant holding two contracts will blend them on the question that matters most. Narrow scope is an accuracy decision before it is a design decision.
- 2 The member has to reach it where they already are.** Inside the member site, behind the sign-on they already use, on the page they already visit. A separate destination is a destination nobody goes to.
- 3 Cite the exact clause, and know when to escalate.** Routine questions get answered. The hard ones get pointed at the clause and handed to a person. A union that answers everything will be wrong in public.
- 4 Representatives have to trust it before members see it.** Each unit set an accuracy bar on its own agreement and had to clear it before the assistant was switched on for members.
- 5 Agreements change, and nobody should have to rebuild.** Amendments, side letters and new terms land constantly. The source has to sync on its own or the whole thing goes stale within a bargaining round.

HOW THE ESTATE GREW

Twenty-one assistants arrived one unit at a time

- Start where the questions are.** The busiest unit went first and still carries the largest share of everything asked across the estate.
- Keep each source library short.** Holding every assistant to the few documents that decide the answer did more for accuracy than adding material would have.
- Add depth as well as breadth.** The heaviest unit now runs a second assistant over its scheduling reference material, alongside the contract one.
- Let the next unit see it working.** Units came on one at a time, each with its own agreement and its own assistant, rather than as a single program.
- Point some of it inward.** Four of the twenty-one answer staff and officer questions instead of member questions, where there is no public downside to getting started.
- Watch what members actually ask.** Questions cluster hard around pay and scheduling, which is what made the second assistant worth building before a twenty-second unit was added.

Each assistant knows one agreement and nothing else

In a union, accuracy depends on who is asking. The same words about pay are correct for one member and a grievance for the member sitting next to her, and no amount of general intelligence resolves that, because the machine has no way to know which contract governs the person typing.

Scoping each assistant to a single agreement removes the wrong answer from reach. Putting the right assistant in front of the right member, using the access rules the union already runs on its own site, does the other half. That is why there are twenty-one.

THE ESTATE TODAY

Twenty-one assistants, one agreement each, on one contract with us

MEASURE	TO DATE
Grounded assistants in production	21
Questions asked	8,182
Questions in the busiest month	1,991
Growth, latest six months on the six before	4.9×
Questions answered, six-month blend	87.4%
Longest unbroken run of daily use	71 days

WHAT THE NUMBERS SAY

The number to read first is 4.9. Questions across the latest six months ran almost five times the six months before them, on an estate that was already live and already working. The busiest month on record is the most recent complete one.

Behind that sits 42.5 million words of agreements and reference material across 1,132 documents, held in twenty-one separate libraries so that no assistant can reach into terms that do not govern the member asking.

WHERE IT LIVES

Three quarters of questions arrive through assistants embedded in the union’s own member pages. Nobody had to be sent somewhere new.

The run of 71 straight days with at least one question is still going. That is what it looks like once representatives stop treating something as a trial.

WHY CUSTOMGPT.AI CAME OUT ON TOP

Data isolation sits at the assistant level. Each one is grounded in a single agreement, so the answer that would be wrong for this member is not reachable at all.

It lives inside the member site. Three quarters of questions come through assistants embedded in the union’s own pages, behind its own sign-on, with page rules deciding who sees what.

The difficult document became our problem. One employer’s contract arrived in a layout nothing could parse. We fixed it on the platform, and every customer has that fix now.

WHAT THIS MEANS FOR YOU

Count the agreements, not the members

- **One assistant per set of terms.** If your members are covered by different agreements, a single assistant over all of them is the wrong shape at any size. Scope each to one and the wrong answer stops being reachable.
- **Decide what it will not answer.** This union answers the routine questions and points at the clause for the rest. That boundary is the reason its representatives trust it.

ONE WORTH COPYING

Set the bar before you switch it on. Each unit had to clear an accuracy threshold on its own agreement before its assistant went live to members.

Nobody here shipped on hope, and nobody had to walk anything back.