

# Introducing Wilma: WCIA's Liability Resource Manual chatbot

By Peter Kang

At the October 17, 2025 WCIA Full Board Meeting, attendees were introduced to **Wilma**. Wilma, short for WCIA Liability Manual Assistant, is an AI-powered knowledge assistant trained exclusively on WCIA's Liability Resource Manual. Wilma is intended to help members quickly find answers to liability questions, whether responding to incidents, training staff, or developing policies.

Wilma acts as a personal liability assistant by allowing members to type questions in plain English, eliminating the need to manually search and scroll through pages or multiple documents, thus saving valuable time. Wilma not only provides thorough answers but also cites the specific documents used as references, enhancing confidence and allowing for deeper exploration into the provided information. However, Wilma is intended to only be a resource tool. Members are encouraged to continue contacting the Risk Services team for complex or unique situations requiring personalized advice.

## How to Use the Chatbot

Accessing Wilma is easy: members can simply visit the [WCIA website](#), navigate to the Member Resources section (member login required), and select the Liability Resource Manual page where the chatbot appears on the right panel. Members are advised to ask Wilma specific questions to receive more targeted responses. User feedback is encouraged through thumbs up and thumbs down icons within the chatbot interface, allowing users to submit comments to improve the tool. Wilma is accessible anytime via the website on various devices including desktops, laptops, tablets, and smartphones, ensuring assistance is available both at the desk and on the go.

## Important Considerations

- Wilma is trained exclusively on the Liability Resource Manual, ensuring responses and information are consistent with content that resides in the manual.
- Wilma is a supplemental tool and does not replace personalized advice from WCIA's Risk Services team for complex issues.

WCIA encourages members to start using Wilma immediately, share it with team members, and provide ongoing feedback to enhance the chatbot's effectiveness. This new chatbot reflects WCIA's dedication and commitment to innovative tools and continually improving service and support for its members.

