Revolutionising Recruiting:

The Top 5 Recommended Chatbots for Streamlining Hiring

ROLLING ARRAYS

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As the job market becomes increasingly competitive, businesses are turning to new technologies to help them find and attract the best talent. One such technology that has recently gained popularity is the recruiting chatbot. These chatbots can automate repetitive and time-consuming tasks, such as scheduling interviews and answering frequently asked questions, freeing recruiters to focus on more strategic aspects of the hiring process. But despite the many benefits of recruiting chatbots, many businesses have yet to embrace this technology fully. This whitepaper will explore the top 5 recommended chatbots for streamlining hiring, and the challenges recruiting chatbots are trying to solve.

Enterprises are inundated with hundreds of resumes every day. Sifting through these resumes and identifying the most qualified candidates can be daunting and time-consuming. Narrowing down the pool of candidates, scheduling interviews and answering candidates' questions can add more time and effort to the recruitment process. Recruiting chatbots can automate repetitive tasks, making recruitment more efficient.

The history of Recruiting Chatbots

The history of recruiting chatbots can be traced back to the early days of artificial intelligence and natural language processing. In the past, chatbots were primarily used for customer service and support, but as technology has advanced, chatbots have been adapted for various other use cases, including recruitment.

First-generation recruiting chatbots answered FAQs and scheduled interviews. Technology has made modern recruiting chatbots more sophisticated. Today's recruiting chatbots understand and respond to candidates using natural language processing and machine learning. They can pre-qualify candidates based on screening interviews.

And after the COVID-19 pandemic, the use of chatbots in recruitment has increased. Recruiting chatbots streamlines the hiring process as more companies move to remote work and hiring becomes harder. Chatbots are also used to update candidates on the recruitment process. Recruiters save time using these chatbots to speak with many candidates.
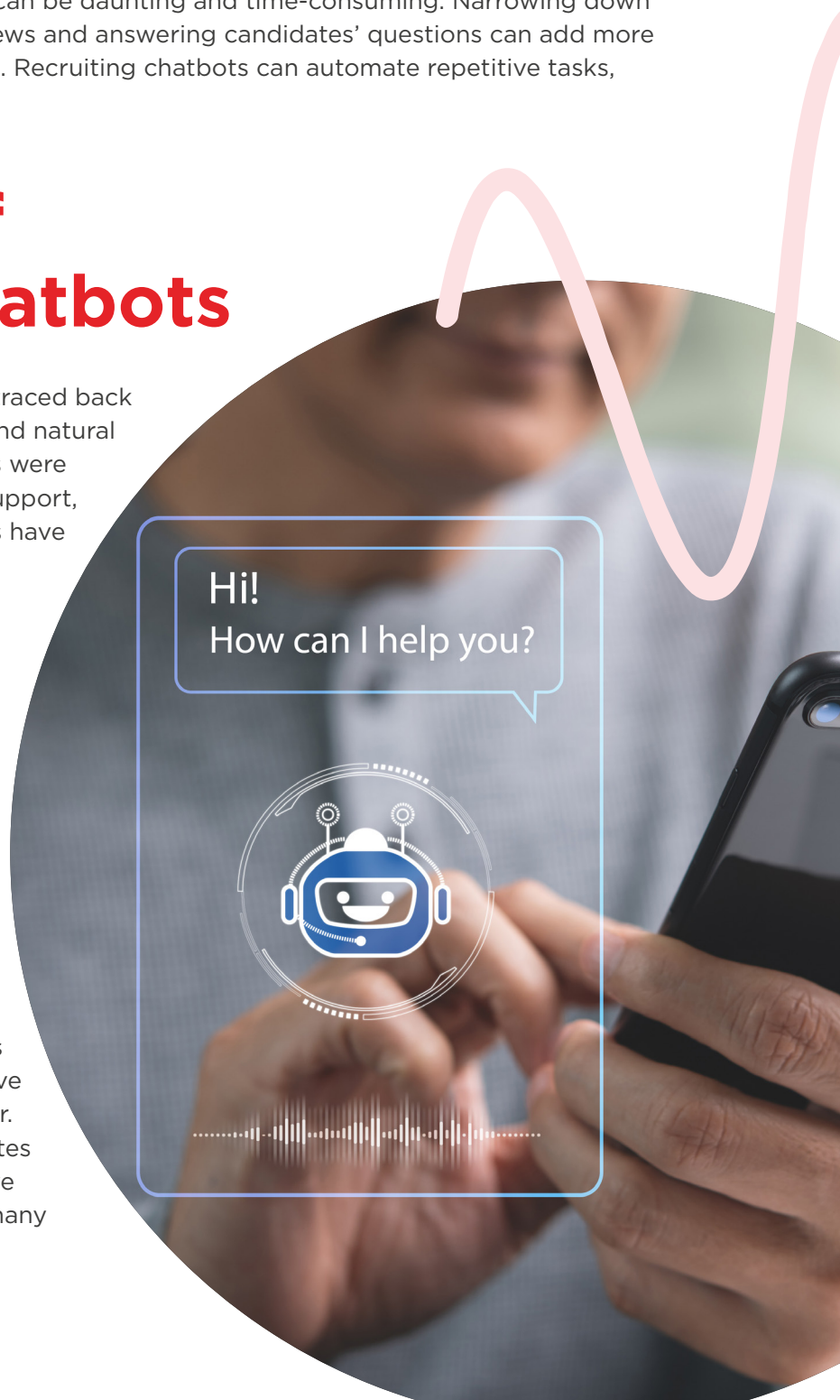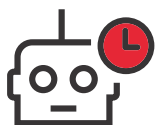
Benefits of using recruiting chatbots?

Using recruiting chatbots can bring several benefits to businesses, including:

Automation of repetitive tasks

One of the critical benefits of recruiting chatbots is their ability to automate many repetitive and time-consuming recruitment tasks. Some examples of these tasks include:

Scheduling interviews: Chatbots can help automate scheduling interviews with candidates by sending out calendar invites and confirming availability. This can save recruiters time and effort, as they no longer need to coordinate schedules with candidates manually.

Answering frequently asked questions: Chatbots can also be programmed to answer common questions from candidates, such as "What is the company culture like?" or "What is the salary range for this position?" This can help free recruiters to focus on more strategic aspects of the hiring process.
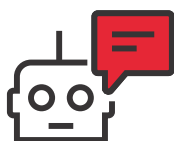
Providing application status updates: Chatbots can also provide candidates with updates on the status of their application, such as whether their resume has been received or if they have been selected for an interview. This can help keep candidates engaged throughout the recruitment process and reduce the number of follow-up emails and phone calls that recruiters need to deal with.

By automating many of these repetitive and time-consuming tasks, recruiting chatbots can help streamline the recruitment process and make it more efficient. This can help businesses find and attract the best talent more quickly and effectively while freeing up recruiters to focus on more strategic aspects of the hiring process.

Expanding Reach and Enhancing Selection

Chatbots can expand an organisation's reach to a broader pool of candidates, thereby enhancing the final selection process. By utilising chatbots, organisations can engage with candidates in real time across various platforms, including job portals, websites, and other online locations where candidates may congregate. This allows for increased accessibility and convenience for both the organisation and the candidates.

Increased candidate engagement

Another benefit of recruiting chatbots is their ability to increase candidate engagement throughout the recruitment process. Chatbots can be used to communicate with candidates in a personalised and timely manner, which can help keep them engaged and interested in the position.

Additionally, Chatbots can be programmed to send personalised messages to candidates, such as offering congratulations on passing an initial screening or providing feedback on an interview, which can improve the candidate experience and keep them engaged.

Automated Self-improvement

AI-enabled chatbots can learn and improve over time using various techniques, such as natural language processing (NLP) and machine learning (ML). NLP allows the chatbot to understand and interpret the meaning of the candidate's responses. At the same time, ML enable the chatbot to learn from previous

interactions and improve its responses and decision-making.

One way that chatbots can learn from candidates is by analysing their responses to determine their intent. For example, suppose a candidate is responding to a question seriously and thoughtfully. In that case, the chatbot may infer that the candidate is interested in the job and is taking the interview seriously. Conversely, if a candidate responds casually or flippantly, the chatbot may conclude that the candidate is not as interested or invested in the job.

Chatbots can also analyse the tone and expressions of candidates in audio and video interviews to evaluate their soft skills, such as communication and teamwork. For example, a candidate who speaks clearly and confidently and maintains eye contact may have strong communication skills. A candidate who speaks softly or avoids answering a question directly may be perceived as lacking confidence or communication skills.

Additionally, chatbots can automatically extract the primary and secondary skills required from the job description (JD) and evaluate candidates based on how well they match those skills. As the chatbot interacts with more and more candidates, it can learn to rank them based on their qualifications and responses, allowing it to make more accurate hiring decisions over time.

What to look out for when shopping for a recruiting chatbot

When a company is shopping for a recruiting chatbot, there are several key considerations to keep in mind:

Functionality: What tasks does the chatbot need to perform? Does it need to schedule interviews, answer frequently asked questions, or pre-qualify candidates? Make sure the chatbot has the necessary functionality to meet your needs.

Integration: How well does the chatbot integrate with other systems and tools that your company is already using? Will it work seamlessly with your existing recruitment software or applicant tracking system?

Customisation: How easily can the chatbot be customised to fit your company's specific needs and requirements? Does it provide options for customising the language and branding?

Data security: How does the chatbot handle sensitive candidate data? What measures are in place to protect this data from unauthorised access?

Scalability: Can the chatbot scale to meet your business's needs as it grows?

Language support: Does the chatbot support multiple languages? If your company needs to recruit candidates from diverse backgrounds, it's essential to consider a chatbot that supports various languages.

Machine learning and AI integration: How advanced is the chatbot in terms of AI and machine learning? Is it able to understand context and intent or provide personalised responses?

Customer support: What kind of customer support is available for the chatbot? Will you have access to a dedicated support team if you need assistance?

User-friendly interface: How user-friendly is the chatbot's interface? Is it easy for recruiters and candidates to use?

By considering these factors, companies can find a recruiting chatbot that meets their specific needs and requirements and can help them find and attract the best talent.

Recommended recruiting chatbots for SAP SuccessFactors Users

Impress.ai
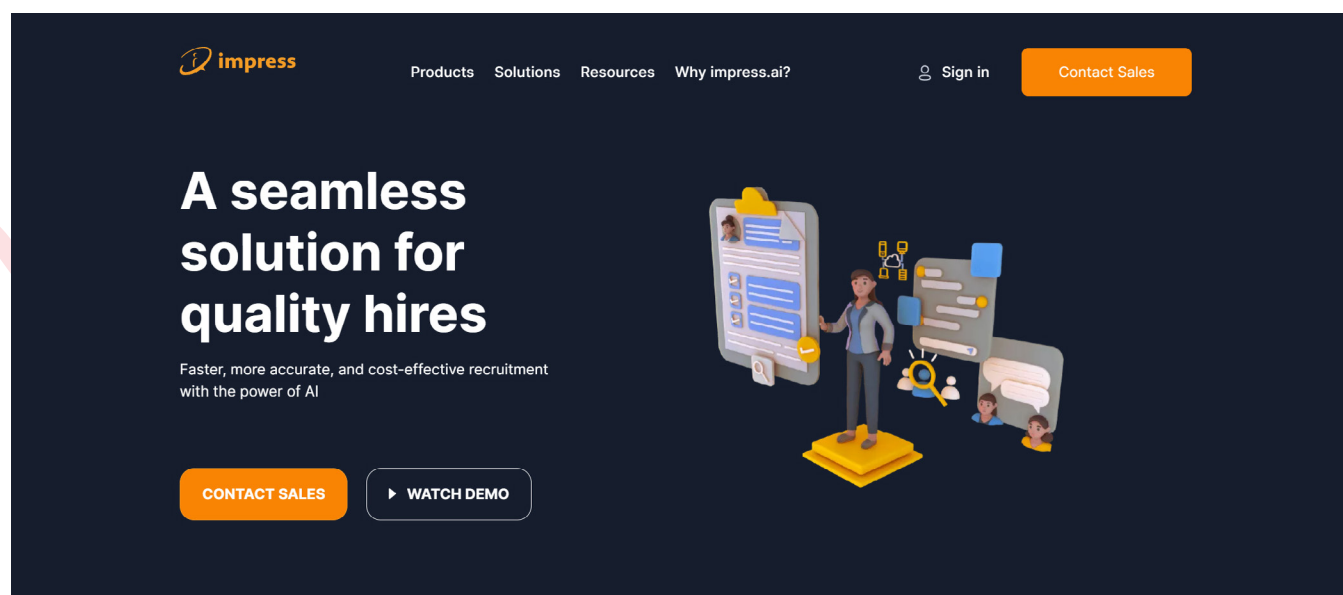
Headquartered: Provo, UT and Seattle, WA
Founded: 2002
Company Size: 6,166
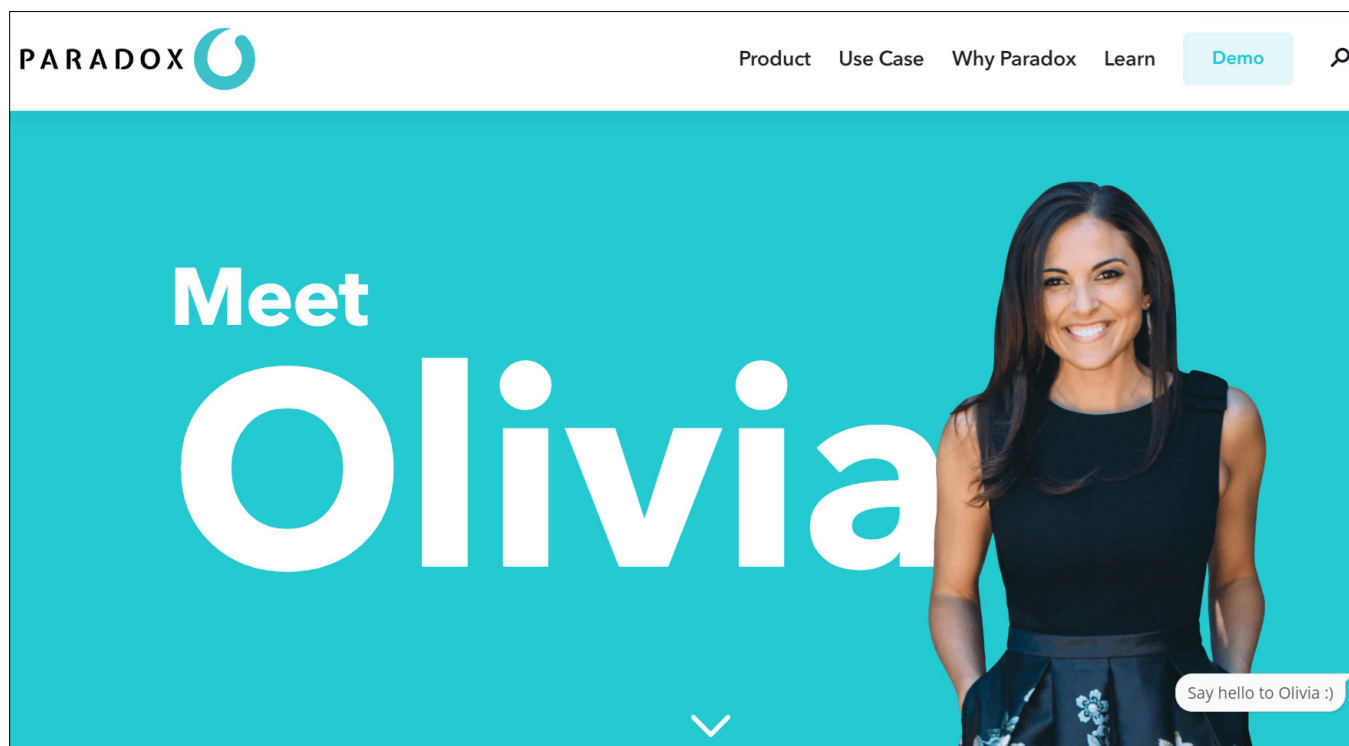**Total Funding:** Series C US $180M

Impress.ai, a no-code, self-service platform founded in 2017, aims to streamline the recruitment process. Before founding impress.ai, the co-founders noticed hiring issues at multiple companies. They found candidate experience issues and recruiters needing help managing high hiring volumes, diverse roles, and multiple systems. After extensive research, they solved AI and intelligent automation's power.

With this in mind, impress.ai selects candidates based on skills, knowledge, and abilities rather than gender, race, or name.

Unique feature: Impress.ai is a cloud-based B2B application that integrates to speed up shortlisting for candidates and recruiters. AI and machine learning automate candidate interviews and engage job application and assessment workflows. By aligning unbiased information and comprehensive job-related data, the system helps companies hire diversely and provide great candidate experiences. It integrates easily with third-party apps to transfer scores and reports to the candidate's ATS profile. The solution conducts structured job-requirement interviews and is configured and used by clients without intervention. Impress.ai also offers a scoring dashboard, an AI-powered FAQ engine, and assessments to scheduling.

Paradox

Headquartered: Scottsdale, Arizona
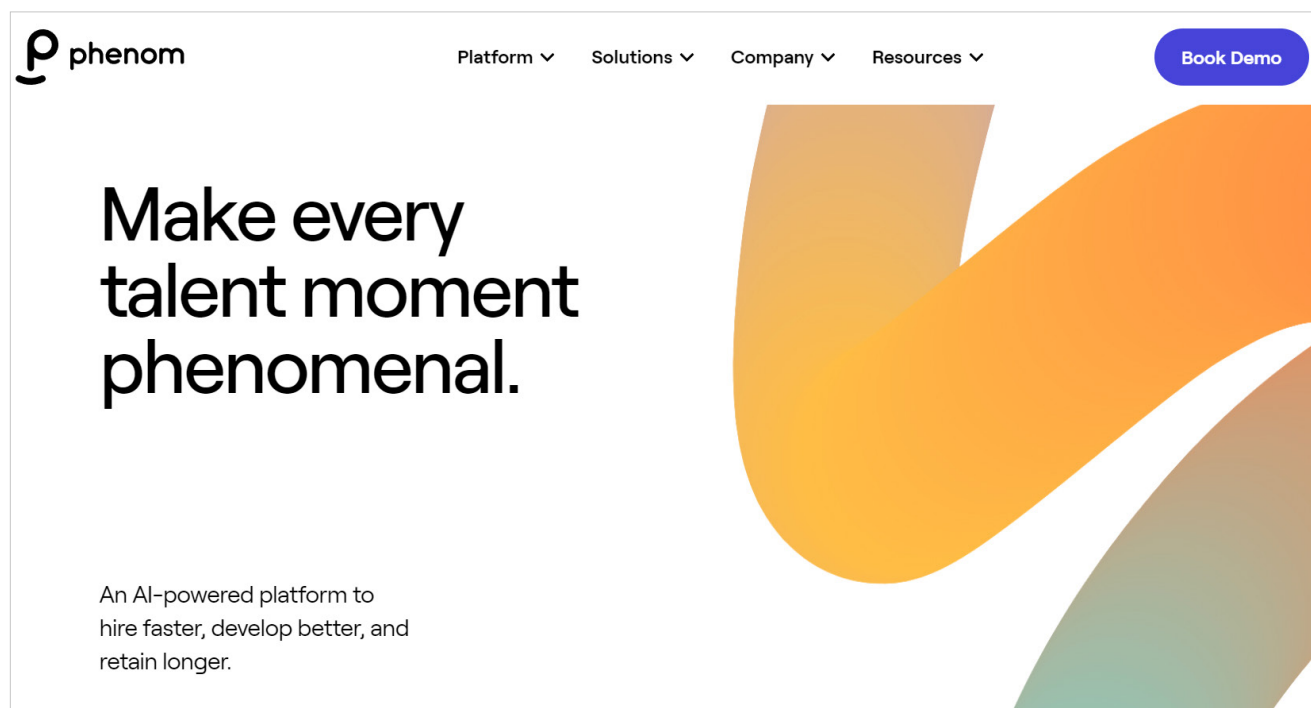**Founded:** 2016
Company Size: 530
Total Funding: Series C US 200M

Paradox is an AI recruiting assistant focused on automating repetitive and time-consuming tasks in the recruitment process. The company's AI assistant, Olivia, helps companies capture and screen candidates, answer candidate questions 24/7 on any device, and automate the scheduling of interviews. Paradox has received several awards for its technology, including the HR Executive Top Product and the Brandon Hall Group's Gold Award for Best Advance in AI for Business Impact.

Unique feature: Paradox is inspired by a world where AI empowers rather than replaces humans, using natural language processing (NLP) in conversations so that it speaks like a human, having enterprise-level security including SOC 2 Type 2 Compliance, ISO 27001 compliance, Privacy Shield Certified and built-in compliance for GDPR, and providing tailored, one-on-one solutions for clients to meet the needs of each organisation. Additionally, Olivia, the AI solution, has a 75% satisfaction rate among the candidates interacting with it.

Phenom

Headquartered: Ambler, PA
Founded: 2010
Company Size: 1,579
Total Funding: Series D $161.4M

Phenom is a company driven to provide AI-powered talent experiences to global enterprises. Their Intelligent Talent Experience platform seamlessly connects candidates, employees, recruiters, hiring managers, HR, and HRIS. In addition, Phenom offers a variety of products such as Phenom Career Site, Chatbot, CRM, AI Scheduling, Video Assessments, Campaigns, University Recruiting, Talent Marketplace, Career Pathing, Mentoring, and Referral tools.

Unique feature: Phenom includes a focus on designing experiences that solve problems for its customers in talent acquisition and management, a team of 600+ research and development professionals, a massive data network consisting of billions of events, 100 million candidate profiles, 3 million employees, 8K recruiters, and 275K open jobs posted daily, and seamless integrations and partnerships with over one thousand app integrations in its marketplace, including 60+ ATS, 50+ HCM, 100+ job boards, and countless technology integrations.

XOpa

Headquartered:
Founded: 2017
Company Size: 82 employees
Total Funding: Series A US$ 4.9M

Singapore-based XOPA AI has offices in APAC, India, the UK, UAE, and partners worldwide. The company's goal is to maximise hiring objectivity so companies can make accurate decisions and candidates can trust the results. The company envisions a world where hiring is a science, ensuring workplace happiness through objectivity and the best employer-employee match. XOPA AI has achieved many milestones, including being one of SBR's Top 20 Hottest Start-Ups, receiving a Singaporean patent, being named an IDC APAC Innovator, and more. Meta, TTC Labs, IMDA for the People-centric Approaches to Algorithmic Explainability Project, Microsoft for geo-expansion and product integration, SAP, and The Private Office of Sheikh AI Markhtoum" of UAE are also partners.

Unique feature: XOPA AI's AI-enabled SaaS solutions reduce hiring time and cost while ensuring accuracy. XOPA scores and ranks talent using AI and Machine Learning to find the best candidates for each company and role. XOPA automates the entire hiring process with a single, easy-to-use platform that can work standalone or integrate with other Applicant Tracking, HR, or CRM systems for a seamless experience. It can also be integrated into an employee database or HRIS for internal hiring, career progression, succession planning, etc. XOPA creates cloud-based hiring and selection tools for governments, academic institutions, enterprises, and SMEs (SMEs). XOPA offers AI Recruiter, AI for Academia, AI for SME, Recruitment Process Outsourcing (RPO), XOPA ROOM, Virtual Career Fair (VCF), and XOI, a chatbot. XOPA's solutions can cut hiring time by 87% and cost by 50% while improving objectivity, candidate engagement, loyalty, and employer branding.

XOR

Headquartered: San Jose, California
Founded: 2016
Company Size: 64
Total Funding: Series A $9.3M

XOR, a leading HR technology company in recruitment, develops innovative software to streamline and optimise the talent acquisition process for businesses. XOR, the global leader in quality recruitment, helps clients build strong teams and reach their potential through an agile and efficient operation. They aim to be the world's top talent acquisition assistant, using cutting-edge technology like AI to streamline the hiring process. XOR match interested candidates from untapped markets with job openings to help companies grow.

Unique feature: XOR's intelligent algorithm assesses and scores candidates to ensure they are the perfect match for your job. Their smart AI Recruiter platform screens candidates to ensure they are the best for the job so employers can spend more time on top talent and expedite hires. Their candidate screening software allows users to select essential requirements for candidates, and XOR will prescreen them, assign scores, and automatically schedule them for a first interview.

Conclusion

Recruiting chatbots are becoming increasingly popular among companies as they provide a range of benefits that can help streamline the recruitment process and find the best candidates. The main benefits include automating repetitive tasks, expanding reach and enhancing selection, increasing candidate engagement and automated self-improvement.

When shopping for a recruiting chatbot, companies should consider factors such as functionality (with regards to the current advancement of AI technology, especially in the field of NLP that covers sound, voice, text and video), integration, customisation, data security, scalability, language support, machine learning and AI integration, customer support, cost, and user-friendliness.

Each of these recommended chatbots has unique features and capabilities, and companies should carefully evaluate which would be the best fit for their specific needs and requirements. With the help of a recruiting chatbot, companies can improve the efficiency and effectiveness of their recruitment process and find the best talent for their organisation by significantly increasing the reach and quality of selection.

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