



BUYERS GUIDE

## What You Need to Know Before Implementing a Recruiting Chatbot

*Discover why chatbots are revolutionizing your candidate experience, accelerating the application process and finding qualified candidates for the job.*

# Are Chatbots the Right Solution For You?

A chatbot can be the solution your recruitment team needs for better efficiency. Unfortunately, because of misunderstandings and industry scrutiny, this tech can also be the most difficult to persuade your boss to purchase.

Understanding how chatbots work and how your team will integrate them with your current software is key when purchasing the right chatbot for your HR needs and improving your overall candidate experience. Here is your complete breakdown on what you need to know BEFORE purchasing and implementing a recruiting chatbot .



# Chatbots: What you NEED to Know

The buzz around AI and chatbots in the technology and HR realm isn't slowing down anytime soon. It's a major game changer for recruiters and candidates, taking the experience on both sides to the next level. Recruiters, don't go thinking your job is going to the robots. While many people believe chatbots will eliminate the need for their work, the truth is this tech still need humans to navigate responses, establish processes and properly interact with candidates. After all the administrative work is done, recruiters are still crucial to building relationships.



XOR's chatbot allows you to **recruit 33% faster**

Using a chatbot in your recruiting strategies can enhance your candidate experience, speed up your process and take away the heavy lifting from recruiters, so they can focus on more pressing tasks. XOR's chatbot allows you to **recruit 33% faster** and cut your recruitment costs in half.

Chatbots are becoming more of a critical necessity in company recruiting efforts and in some cases, they are becoming a personal assistant. Recruiting chatbots are there to help your candidates 24/7. A recruiter may only be in the office from 8-5, but your chatbot will be able to assist candidates day and night, working within your candidate's schedule and making your recruiting more flexible.

## Where, how and time

To begin your recruiting chatbot selection process, you need to figure out which areas of your hiring process will be touched by the tech and how it is going to benefit that part of your company. From there, determine what features and integrations you need to be successful when implementing the chatbot. Spend time figuring out where your team will feel comfortable letting a chatbot in and where you would rather a human manage.

When you're ready to push for a chatbot in your system, plan on spending a good portion of time setting it up with your vendor to make sure it's programmed for your team's needs and your target candidates. It can take a few hours to implement a simple chatbot, a few weeks for an average one and a few months for a detailed and tailored chatbot. You're trying to accelerate your process, but ensure the experience is nothing short of exceptional. Candidates prefer to talk to a chatbot before any initial contact with a recruiter. This explains why companies using XOR have seen candidates 100% engaged and 99.3% satisfied with their experience. So, it's crucial to pick the right recruiting chatbot to see the ROI your team needs.

Things to keep in mind when you're looking at different vendors and chatbots to determine and narrow your choice to fit your company needs:



Budget



Size of recruitment team



Average hiring volume



Candidate experience (*current or desired*)



Assessments



Current application process



Desired efficiency



Desired ease of use

Need a little financial proof before getting approved budget? XOR has created an [ROI calculator](#) to help your team determine how much an AI chatbot can save you in the long run. The calculations utilize your performance data to calculate ROI.

## Take a look:



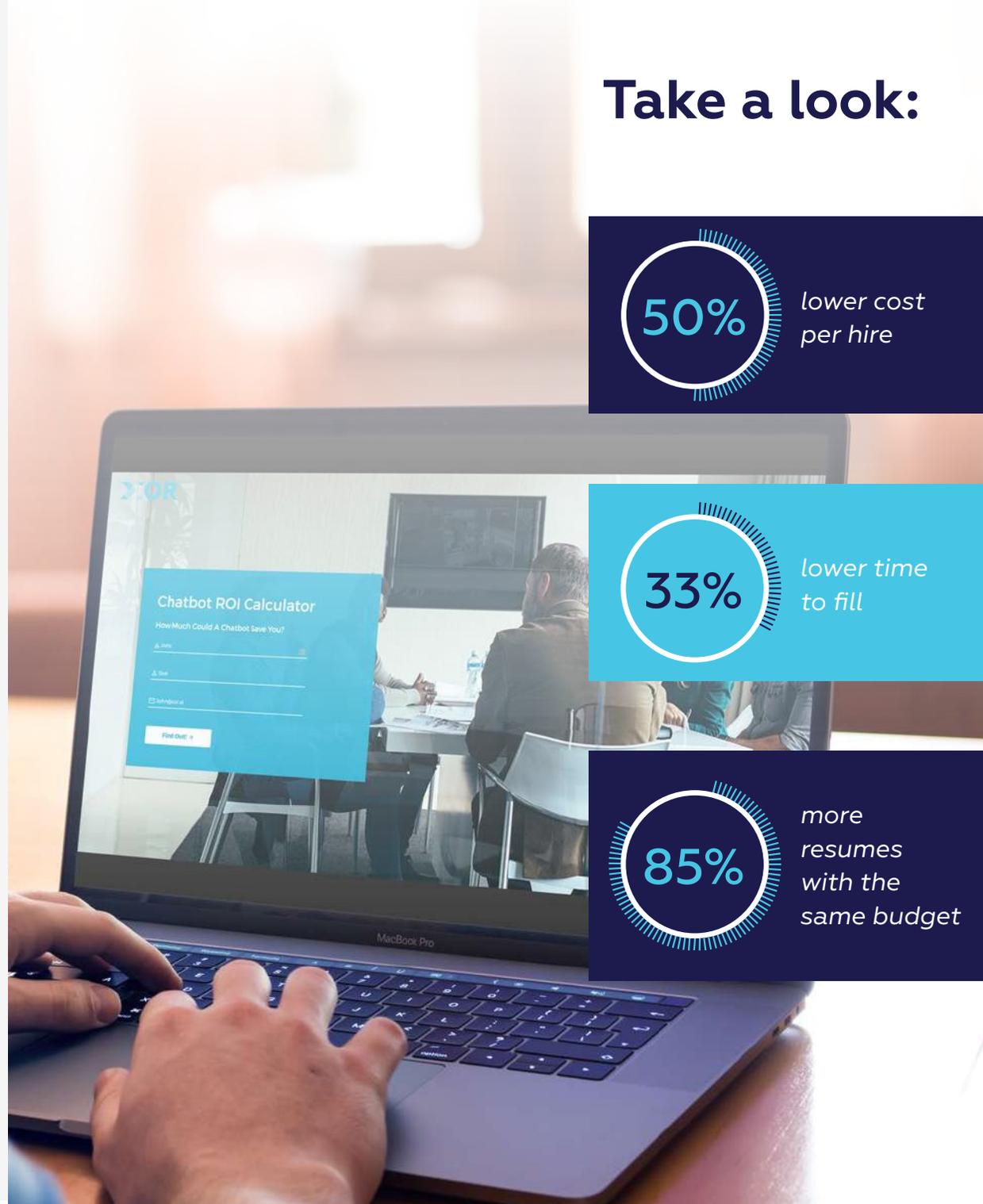
50% lower cost per hire



33% lower time to fill



85% more resumes with the same budget



# Demand for Chatbots

Chatbots are artificial intelligence systems that interact with users via messaging, text and speech. It started with messaging apps that we've all encountered while using social media or when visiting websites with virtual helpers and support teams. It can seem complex when you add in the idea of artificial intelligence, but it's simply a tool programmed to help with those administration tasks, such as paperwork, FAQ's, online support, selling products and virtual guidance.

The demand for these in HR continues to grow as companies expand their recruiting strategies and need for talent globally. Recruiters need a solution to help enhance their processes, improve candidate experience and land quality candidates.

## Businesses need a recruiting chatbot that is:



Budget friendly



Easy to use, implement and integrate with current software



Able to overcome language barriers



A catalyst for the current recruiting process

While a chatbot isn't there to do everything for you, it's going to take a good portion of the repetitive tasks out of your everyday work, be able to drive engagement and give your candidates the attention they need to be successful.



# Benefits & Features

Recruitment chatbots are not a one and done, sign up and turn on process. You will want to get a thorough understanding of your current recruitment program and strategy. The introspection will give your team an idea of what kind of chatbot tool will help your team become more efficient and productive.

Recruiting is a series of continuous steps and interactions that chatbots are able to handle, but not completely eliminate from your personal process. Figuring out which steps those are will help you in determining which chatbot platform your individual team requires.



## Take a look at the tangible features and benefits chatbots offer:

- *Collect information from candidates, such as resume and contact information*
- *Ask screening questions about candidates' experience, knowledge and skills*
- *Rank candidates on metrics such as qualifications, engagement or recent activity*
- *Answer FAQs about the job and the application process*
- *Schedule an interview with a human recruiter*
- *Give predictive analytics regarding future candidates and employees*
- *Integrate with major ATS, HRMS and calendar systems*
- *Offer workflow automation*

Recruiters, remember you don't have to hand over your entire process to a chatbot. You still make the big decisions and still include that human interaction with those face to face interviews with candidates. Chatbots take out the time consuming tasks and provide a list of qualified candidates from your applicants. It's like having a personal hiring assistant with statistical support by your side.

## Assisting your recruiters

Improve your candidate experience, speed up your process, reduce repetitive tasks, hone in on key candidates and make your company look good while doing it? Seems impossible, and it was before chatbots entered into the technology market. Recruiters are jumping at this opportunity to slash out those tedious tasks and watch their quality candidate numbers rise. It's no secret that AI is taking the HR world by storm and if your team is stuck in the old school recruiting process, chances are you're missing out on an entire pool of qualified candidates.



Over 1.4 billion people are using messaging apps already and are willing to talk to chatbots. A majority of job seekers prefer it, including 48% of millennials, who are open to receiving recommendations or advice from chatbots.

So, where can you implement a chatbot into your process?

## The top uses for a chatbot in recruitment are:

- 1 Suitable job suggestions
- 2 Application process
- 3 Pre-screening candidates
- 4 Candidate updates
- 5 Scheduling interviews

Not only will chatbots do all the above, but it's a time saver, cost effective and convenient. Simplifying the job application process, giving immediate feedback and providing candidates easy access to answers adds up to a better candidate experience. While the average assistant salary is around \$36,064-\$45,766, a chatbot's estimated yearly cost is around \$8,500. The answer is in the numbers - save money and time when you incorporate a chatbot into your process.



## Chatbot Facts You Need to Know

- 1.4 billion people in the world use messaging apps and are willing to talk to chatbots.
- Chatbots are being used by over 200 countries.
- By 2022, the use of chatbots will result in costs savings by more than \$8 billion annually.

# Helping Your Candidates

Of course, employers should be most concerned with those on the other end of the chatbot. Chatbots are there to work with the applicant's time frame and pace, helping guide them step by step through the application process and answering any questions along the way. Chatbots can offer candidates reminders and send notifications of where they are in the hiring process.



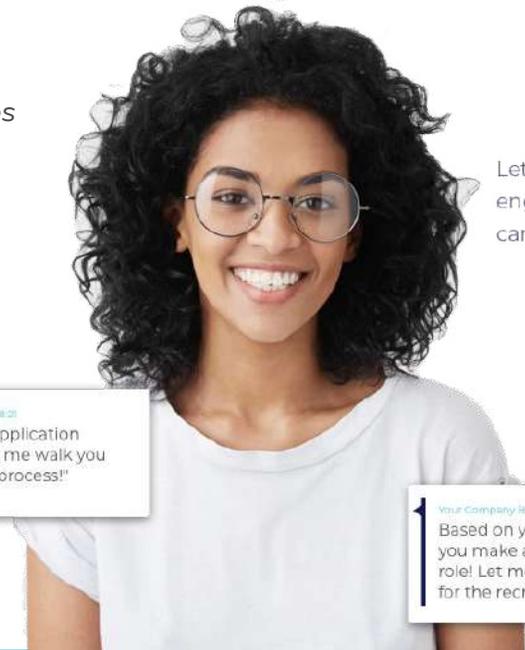
Recruiting chatbots offer 24/7 communication to fit your candidate's schedule

Recruiting chatbots offer 24/7 communication to fit your candidate's schedule. By using a chatbot, your candidate can start and stop a conversation and pick it back up at their convenience. Recruiting chatbots are much more than a simple support messenger.

They create friendly conversations to engage and drive the candidate through the entire application process. When you implement a chatbot into your process, it will move your candidate along the funnel without you having to do anything.

## Check out some of the advantages for your candidates when you implement a recruiting chatbot:

- *Interaction and engagement can happen whenever and wherever*
- *Application and conversation can start, stop and resume later*
- *Immediate responses*
- *Automatic application updates and reminders*
- *Easy to follow step by step processes throughout the entire application process*



Let XOR engage with your candidates 24/7!

Your Company Bot 18:21  
Hi, I'm your application assistant! Let me walk you through the process!

Your Company Bot 18:24  
Based on your experience - you make a good fit for this role! Let me schedule you for the recruiter's interview!

## Hello, hola, bonjour

Worried about language barriers? Recruiting globally can be difficult for recruiters and frustrating for candidates when language barriers are a factor. Finding a chatbot that offers multiple languages is essential to recruit globally and still create a full candidate experience. For example, XOR is offered in 103 languages to help break down the language differences that many recruiters face. This offers candidates the choice to use the language they are most comfortable with in their application process.

## Selection time

Decide which recruitment chatbot vendor meets your needs and expectations. Refer to the lists above and check off which features, benefits and options align with your needs and budget.

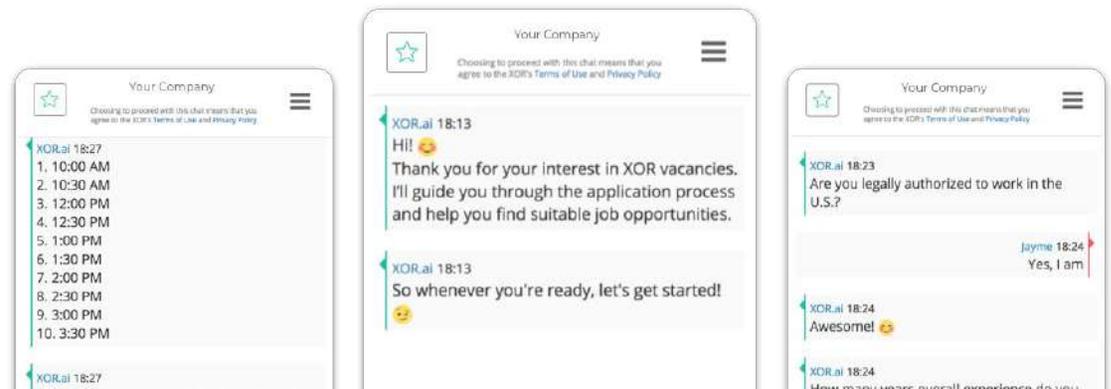
Research different demos and test out your top 3 to help you zero in on the right chatbot for your team. If you seem to fall short and no chatbot perfectly aligns with your expectations and budget, evaluate both and keep an open mind. Chatbots continuously improve and become more elite as technology advances. Don't feel pressured to purchase the first one you see or settle for the cheapest or most expensive on the market.

Your team deserves one that will fill their needs and is adaptable to their strategies.

## Remember to:

- *Narrow your list to the top 3 possible recruiting chatbots*
- *Gather your notes from research and demos and take it to your team and boss*

Review notes, research and demos with your team and bring in any questions or concerns. Let your team chime in and consider their opinions, since they are working with this software daily. Once you've successfully found and purchased a recruiting chatbot for your team, be prepared to welcome in an accelerated recruiting strategy and get the quality candidates your company deserves!



## XOR's recruiting chatbot is enterprise-ready and implementation is a snap!

We make the automation experience better for everyone! XOR is the global leader in Human Resource and Talent Acquisition workflow automation. **Don't believe us? We can prove it! Sign up to receive a custom tour of XOR,** including insights into how it can work for your company's hiring process.