

HUDSON RPO

Enhancing interview intelligence with an innovative AI-powered solution



OBJECTIVE

At Hudson RPO, we sought to improve our recruitment processes by introducing cutting-edge technology to enhance efficiency and effectiveness. Our recruiters were spending significant time on manual notetaking, which impacted data quality, consistency, and their ability to engage meaningfully with candidates and stakeholders. We needed a solution that would streamline this process, allow our recruiters to focus more on candidate interactions, and ensure hiring managers received comprehensive summaries in a timely manner.

INNOVATION

To address these challenges, we implemented an AI-powered interview intelligence platform designed for phone screening and interview management. This new technology offered several key innovations:



1. Streamlined phone screening

The platform's automated note-taking feature captured all essential details during phone screens, ensuring no critical information was missed. This allowed our recruiters to focus entirely on candidate engagement, enhancing the quality of interactions.



2. Enhanced candidate evaluation

The AI-powered tool improved the accuracy of candidate assessments by capturing crucial information in real-time, reducing the risk of misinterpretation. It could even recognize accents, ensuring clear communication. The high-quality notes generated required minimal editing, which earned positive feedback from our hiring managers.



3. Informed hiring decisions

The platform provided detailed insights into interviews, enabling better hiring decisions by reducing unconscious bias through unbiased, AI-driven reports. With automated notetaking during virtual interviews, managers and consultants were able to focus on asking deeper, more meaningful questions. The platform's AI chatbot also streamlined follow-up queries, ensuring clarity post-interview.

OUTCOME

The introduction of this interview intelligence platform has led to several key improvements:

- **Time savings and efficiency**
Our recruiters saved 8-10 hours per week, allowing them to focus on higher-value tasks, such as building stronger relationships with candidates and hiring managers.
- **Improved collaboration**
Consistent, high-quality notes and interview recordings allowed our team to align candidates more quickly with hiring managers' expectations, significantly improving collaboration and decision-making.
- **Better data quality and stakeholder engagement**
The platform simplified the process of sharing information and comparing candidates, ensuring consistent, accurate data across the recruitment cycle.

Following a successful pilot, the platform has been expanded across other areas of the organisation, driving further efficiencies and better hiring decisions.



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