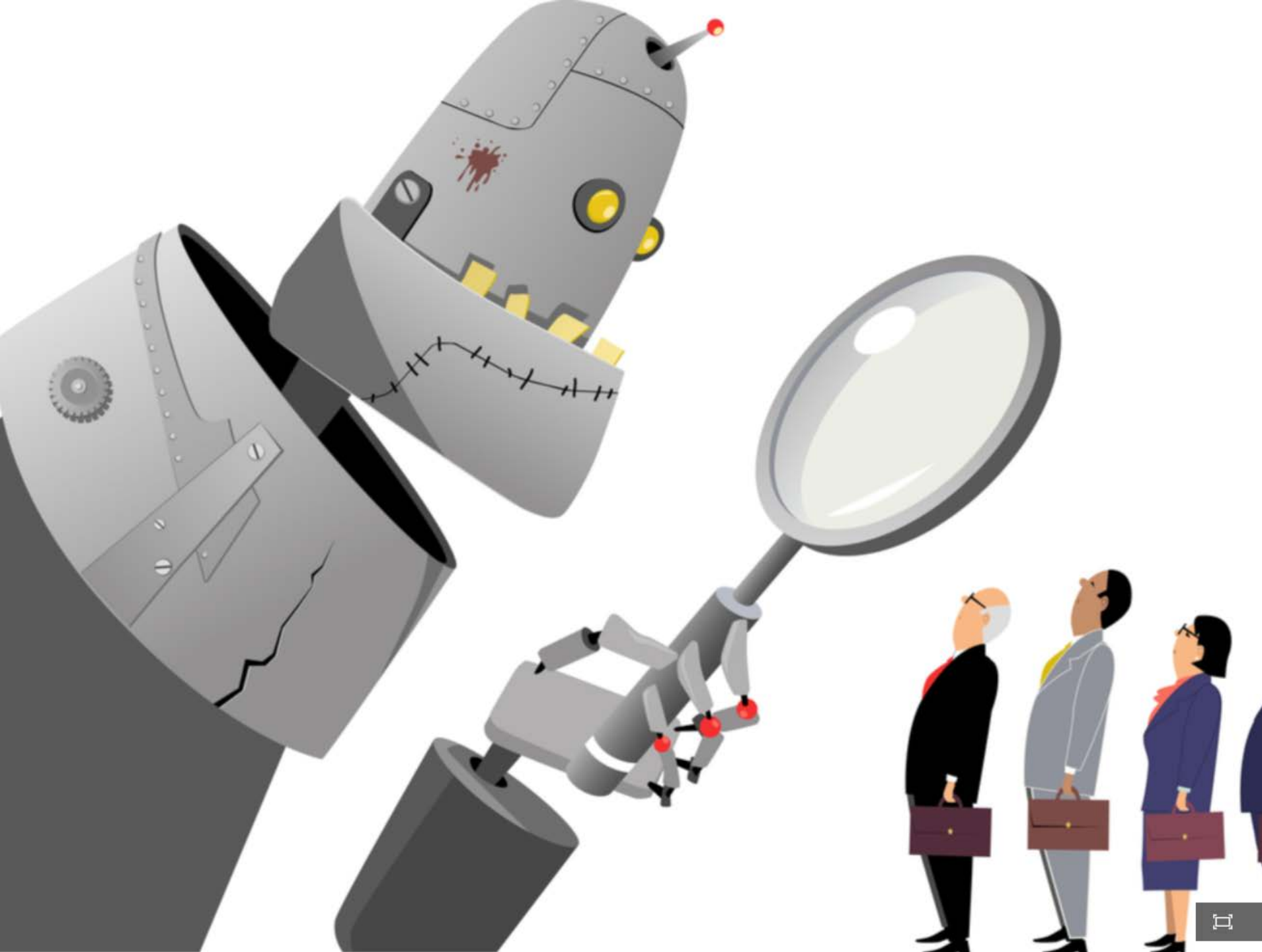


Smart Chatbots and Recruiting



Karen Azulai

9 Nov 2017

Brno, Czech Republic



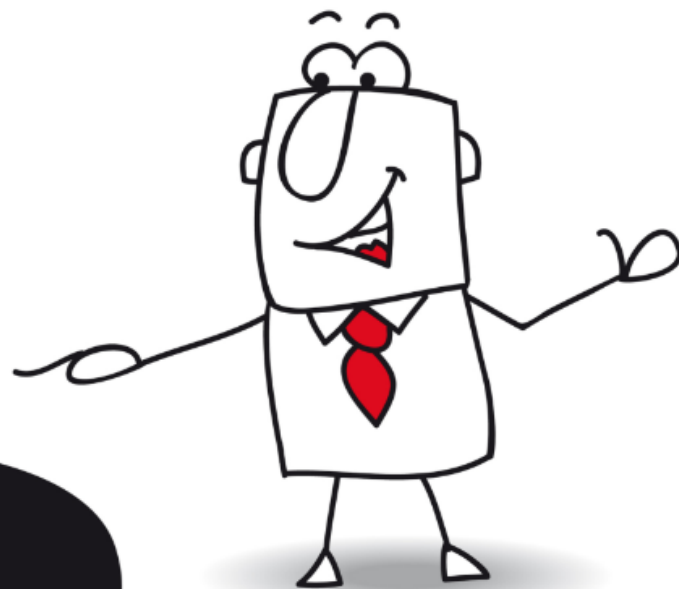


Global Sourcer, International Lecturer, Advanced Sourcing Trainer, Hrtech Evangelist, Co-Founder and Chief Editor @ HRTECH Nation

**Oops, I mean, SOON-TO-BE-OUT-OF-A-JOB sourcer
In the process of re-inventing myself, as should you if
you want to be relevant within a few years....**

Six

NINE



6

**“Yeah,
yeah, we
heard that a
hundred
times
already....”**



The Triple Revolution Report 1964



President Lyndon Johnson

What's
different
now?

1 The accelerating pace of change ...



2 ... and exponential growth in computing power ...

Computer technology, shown here climbing dramatically by powers of 10, is now progressing more each hour than it did in its entire first 90 years

COMPUTER RANKINGS

By calculations per second per \$1,000



Analytical engine

Never fully built, Charles Babbage's invention was designed to solve computational and logical problems



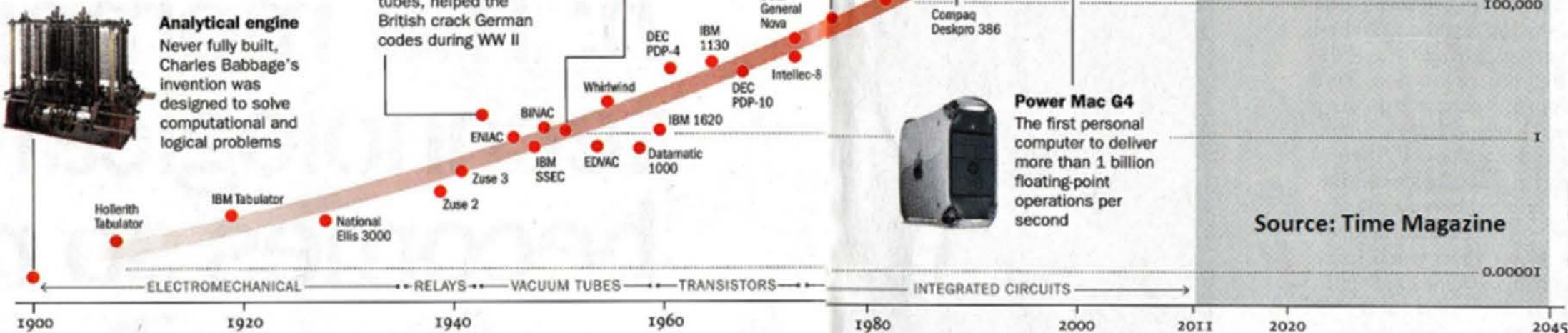
Colossus

The electronic computer, with 1,500 vacuum tubes, helped the British crack German codes during WW II



UNIVAC I

The first commercially marketed computer, used to tabulate the U.S. Census, occupied 943 cu. ft.



3 ... will lead to the Singularity



Apple II

At a price of \$1,298, the compact machine was one of the first massively popular personal computers

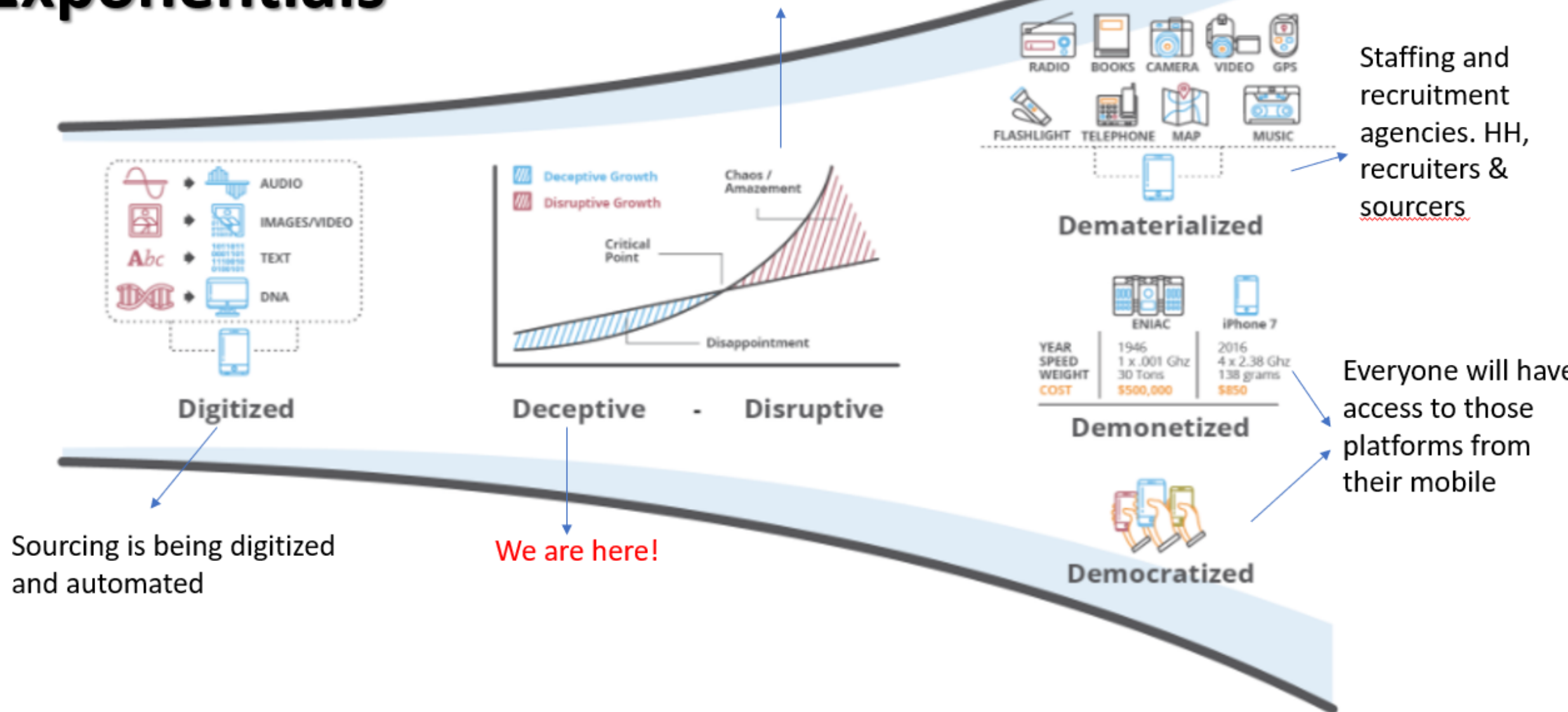


Power Mac G4

The first personal computer to deliver more than 1 billion floating-point operations per second

Source: Time Magazine

The 6Ds of Exponentials



We are quick to
forget that we are
on a journey



TRENDS

Sourcing:

1. Anyone can start sourcing for any role, anywhere
2. Sourcers are still not opting for the more advanced tools
3. Professional managers are asking to source on their own
4. Growing need for new sources
5. Low tech industries need sourcing solutions too!
6. Recruitment Marketing

TRENDS

1. **Sourcing tools and Hrtech are integrating**
2. **Tools are creating their own rich candidate profiles**
3. **Tools are offering a portfolio of services**
4. **Standalone features are integrated into a platform**
5. **Tools are making it a point to be able to connect to other platforms**
6. **Some tools are white labels**

The Vervoe logo is displayed in a white, lowercase, sans-serif font on a dark grey background.

Omer Molad

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Nir Sorek

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Sourcing at its best.



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CATS Teams Up With Pocket Recruiter!

Pocket Recruiter and CATS Announce Partnership to Reduce Time to Hire and Increase Recruiter Productivity.

[VIEW PRESS RELEASE](#)



More Exciting Articles & Media

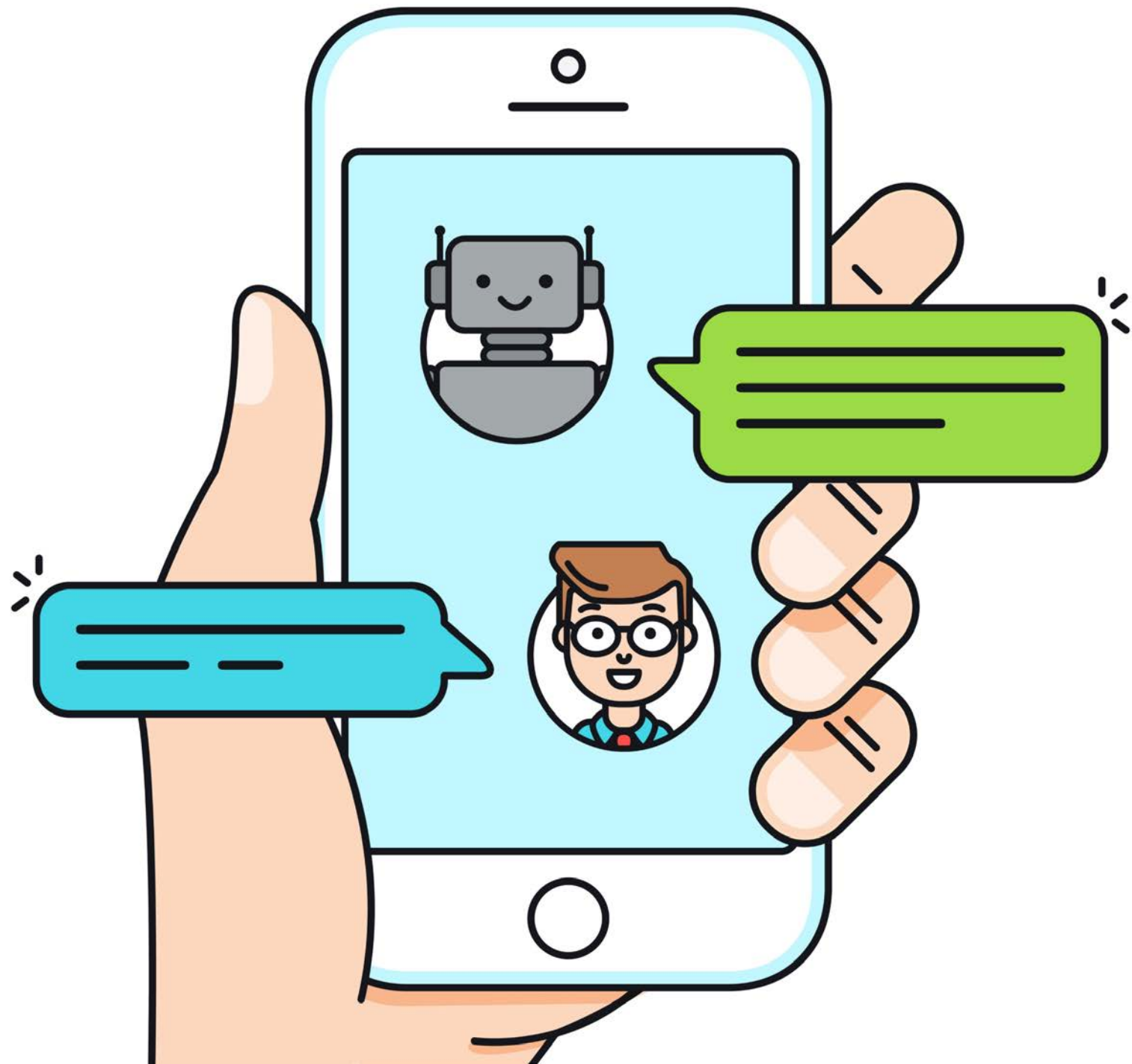


iCIMS Teams Up With Pocket Recruiter!

Pocket Recruiter and iCIMS Announce Partnership to Help Recruiters Enhance Candidate Selection and Improve Hiring Metrics

Meet the
world's
first virtual
interviewer







Gartner: “Users are looking for better ways to do tasks effectively in a nonsiloed way and are increasingly looking for apps that CAN OFFER A MULTITUDE of services with the app itself “....



Assisted Intelligence

Today

Automating repetitive, standardised or time-consuming tasks and providing assisted intelligence.

Increased demand for STEM skills to build new tech ecosystem.

Augmented Intelligence

Emerging

Fundamental change in the nature of work. Humans and machines collaborate to make decisions.

Uniquely human traits – emotional intelligence, creativity, persuasion, innovation – become more valuable.

Autonomous Intelligence

Future

Adaptive continuous intelligent systems take over decision-making.

The future of humans at work is questioned.



Red World

In 2030, the search for talent is as difficult as ever. Artificial intelligence allows businesses to identify the talent they need, when they need it.

Here's an extract from an AI-powered talent tool which might be readily available in 2030.

SkillScanEx™

Anticipating your talent needs



 I want to _



SkillScanEx™ Aggregator

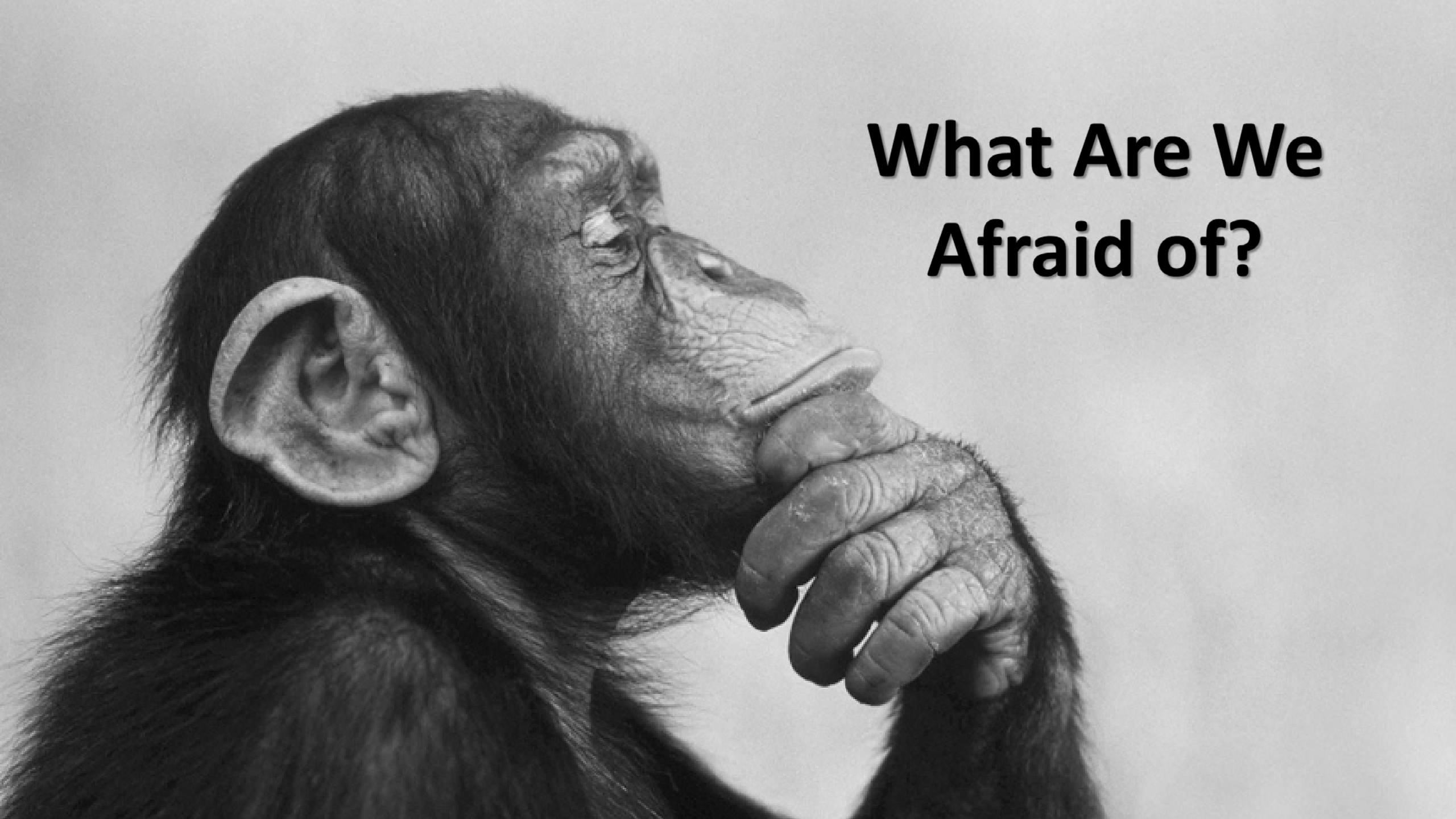
Find the talent you need, no matter which platform it's on. Our natural language interface allows you to tell us what you need – and what you don't.

SkillScanEx™ Anticipator

Connect at a deeper level and Anticipator will alert you when you need new skills or capacity from the conversations happening within your business. Anticipator helps you make the right choice between human and machine talent.

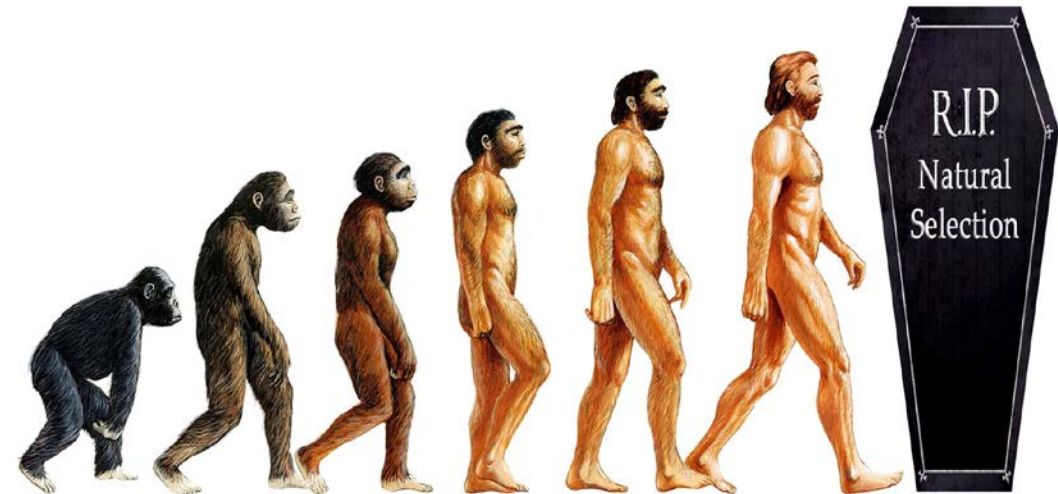
SkillScanEx™ Business planner

Business Planner links customer enquiries, open innovation projects and current human and automated productivity to forecast both business performance and critical skills gaps.

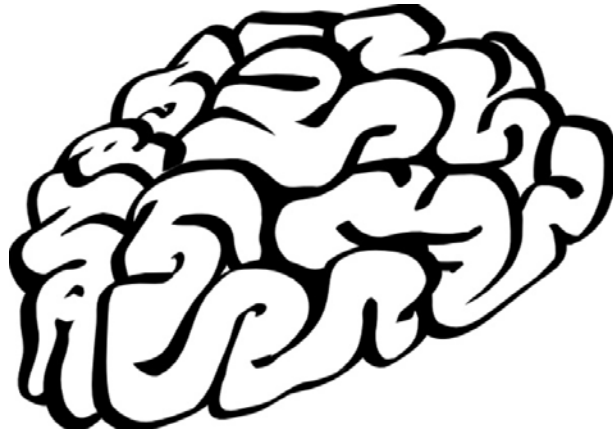


**What Are We
Afraid of?**

Species are evolving



....Research has proven that there has in fact been a **steady rise in IQ scores across generations** that cannot be explained genetically.” (Paul Mashegoane)



**Cyborg, Humanoid, Android,
Robot, Chatbot, smart chatbot,
Bot**

What's the difference?

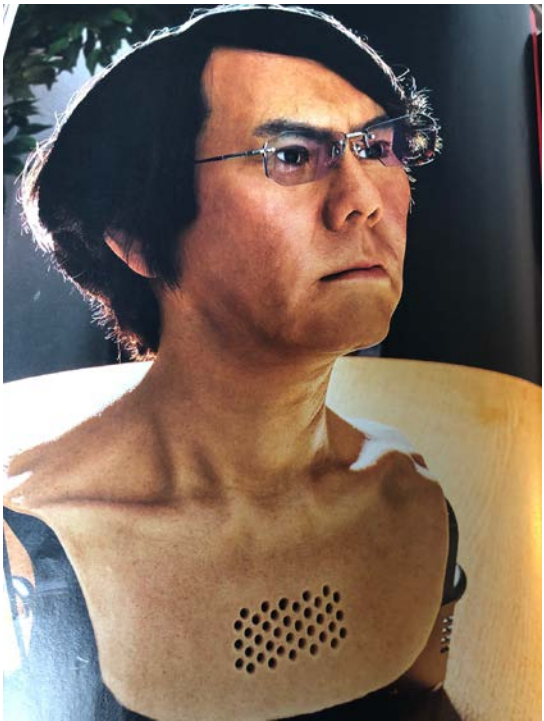
Humans (?...)





CYBORGS

Humanoid, Gemanoid, Android

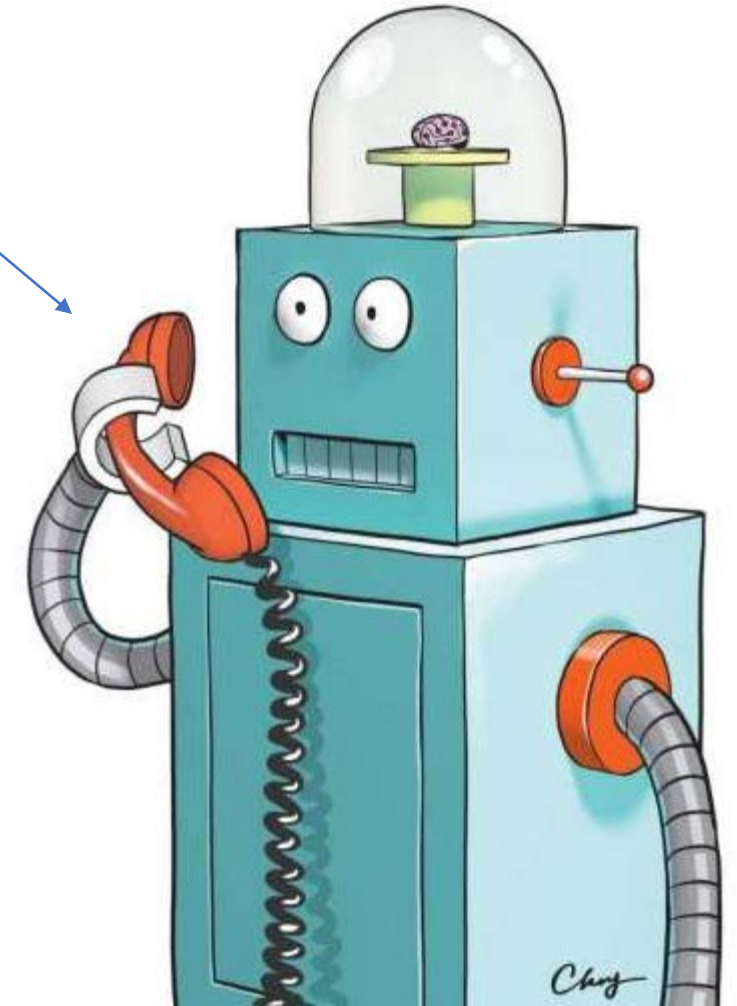


What's between Bot, Chatbot or Virtual Assistant ?

Recruitment Assistant
Virtual HR Assistant
Recruiting Bots
Conversational Interface for HR
Cognitive Recruiting Assistant
Cognitive Recruiting Chatbot
Artificially Intelligent Recruiter
Beefed Up AI recruiter

Chatbot
(Conversational UI)

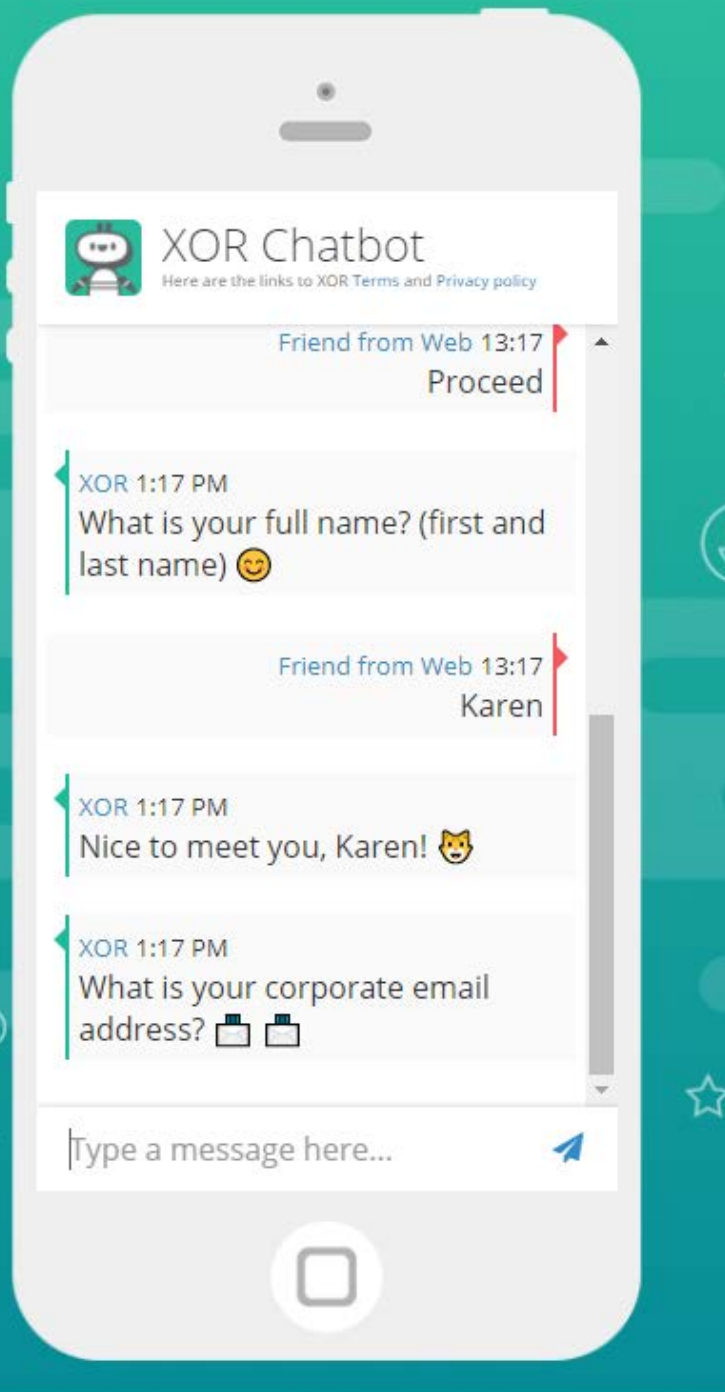
Bot
(Automated program)



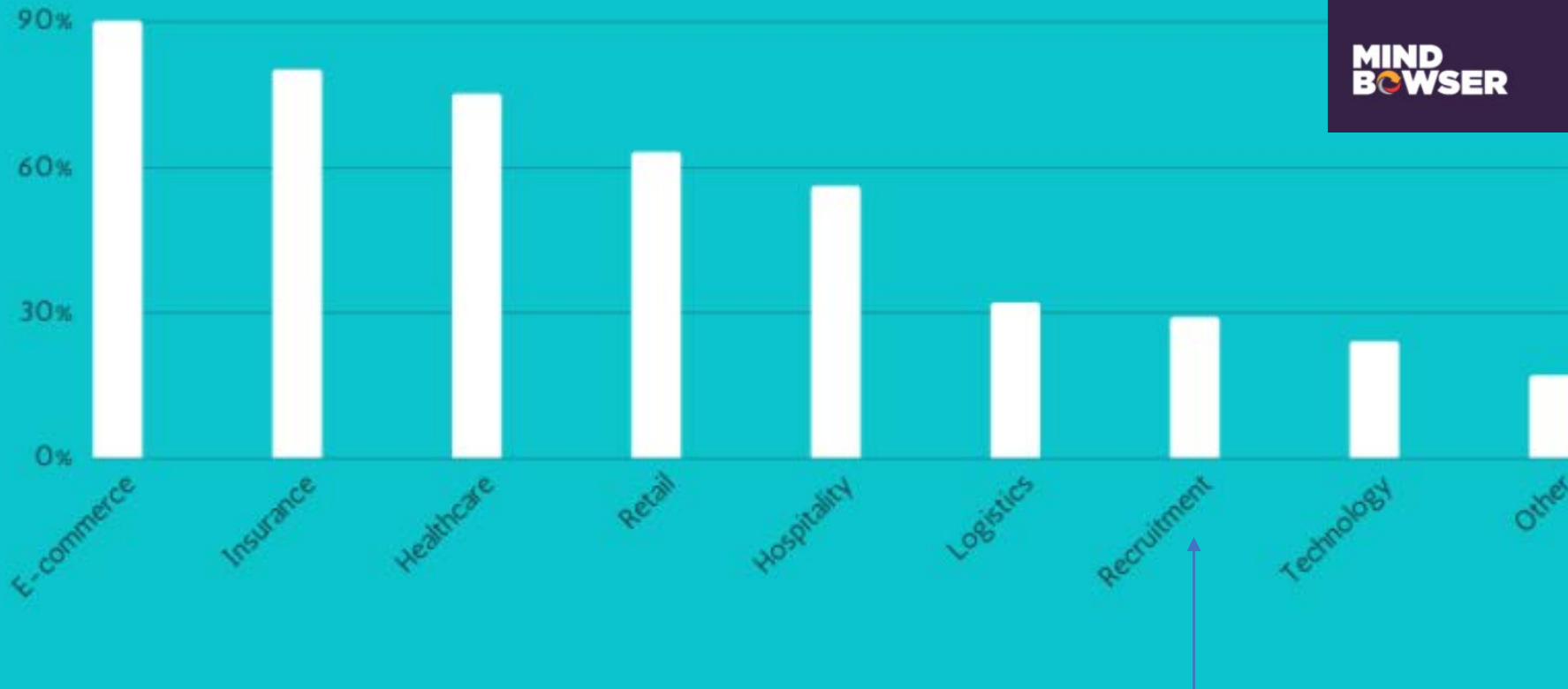
What is a chatbot?

In a nutshell:

A program that has the ability to converse in a natural manner while learning on-the-fly and in the future will provide insights.



INDUSTRIES THAT WILL BENEFIT THE MOST FROM CHATBOTS



A RESEARCH STUDY BY MINDBROWSER IN ASSOCIATION WITH 'CHATBOTS JOURNAL'

CHATBOT SURVEY 2017

CURRENT STATE OF CHATBOTS
AND THEIR OUTLOOK IN 2017

**MIND
BROWSER**

Chatbots Journal
Learn and Share All About Chatbots

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THE THIRD INTERNATIONAL

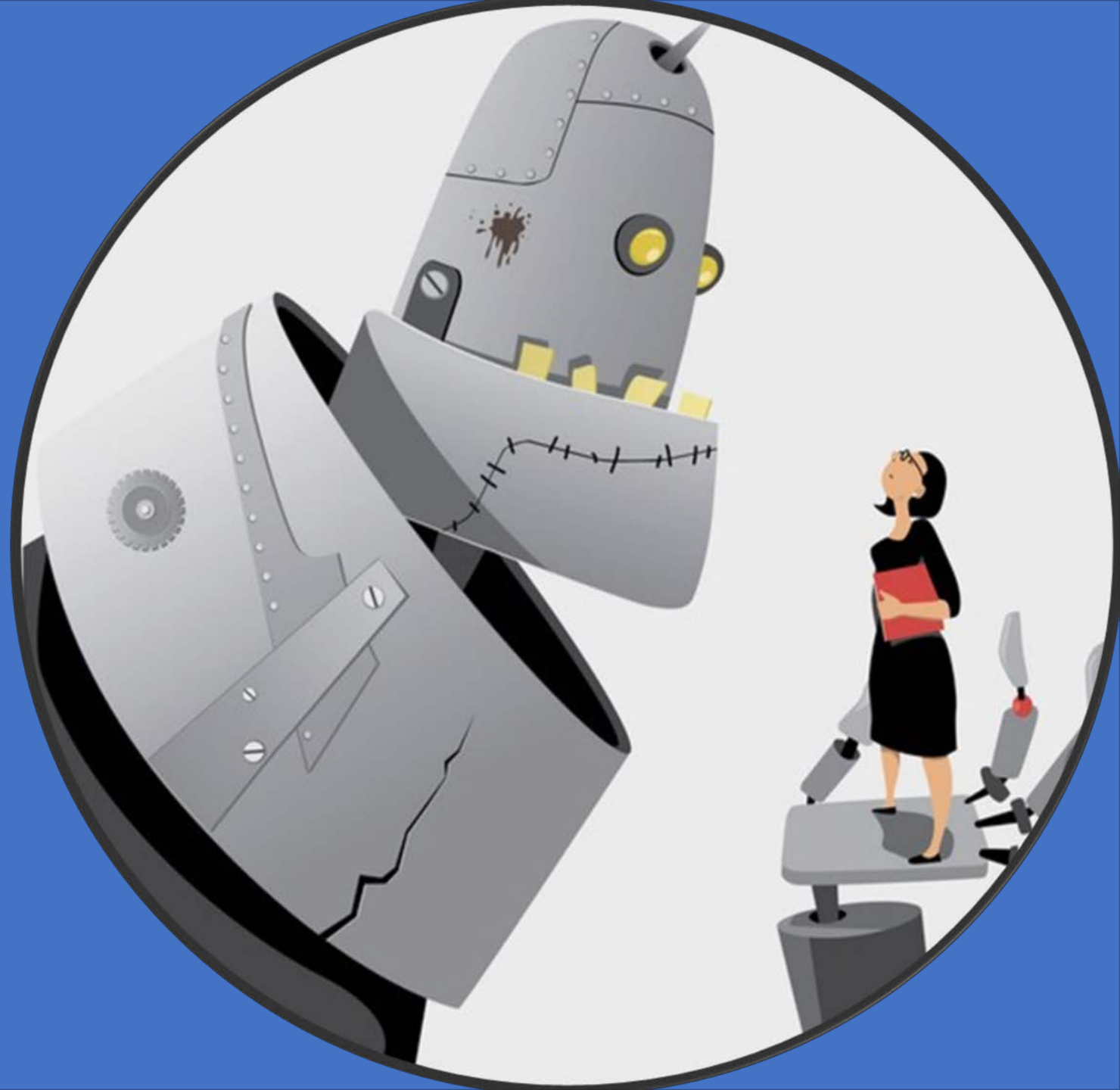
CHATBOT SUMMIT

TEL AVIV, JANUARY 30-31, 2018

GET YOUR TICKET

**Chatbots &
Recruitment?
NOT a SEXY
topic!!**

Smart Recruiting Chatbots



The chatbots of tomorrow
start today. They learn, they
get better, we train them,
and they train us.

Generation 1 - AI Based Chatbots – Smart Chatbots



XORBOT



Job Pal 🖐️

JOBOTI

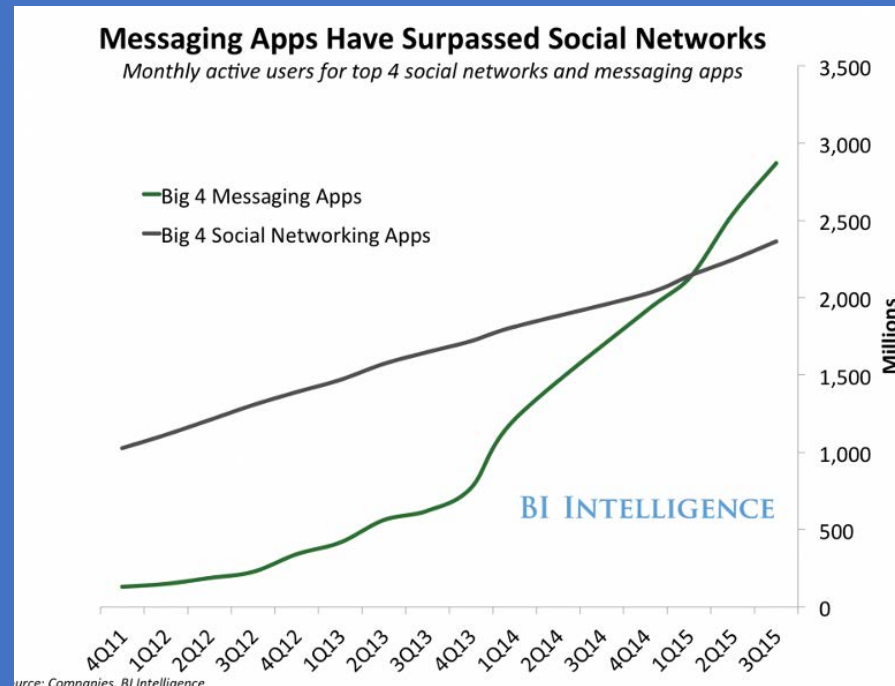
BRACE YOURSELF

THE REVOLUTION IS COMING



We LOVE messaging apps!

Over 2.5 Billion People
have at least 1 messaging app and many using
several on a daily basis..



Messenger
Skype
Slack
Telegram
Whatsapp
Viber
...



43% of Wendy chats occur **off-hours**
95% completion rate from chat initiation to completion
Applicants **engage** for an average of **31 minutes (!)**



She's already produced great results for our customers

The logo for 'mya' is displayed in a blue, lowercase, sans-serif font. It is enclosed within a white, horizontally-oriented oval that has a soft, glowing effect against the blue background.

Here's what companies have seen after using Mya to qualify, engage and schedule candidates.

70%

decrease in the time to hire when a recruiter works with Mya

80%

of candidates re-engage with Mya in app or over SMS

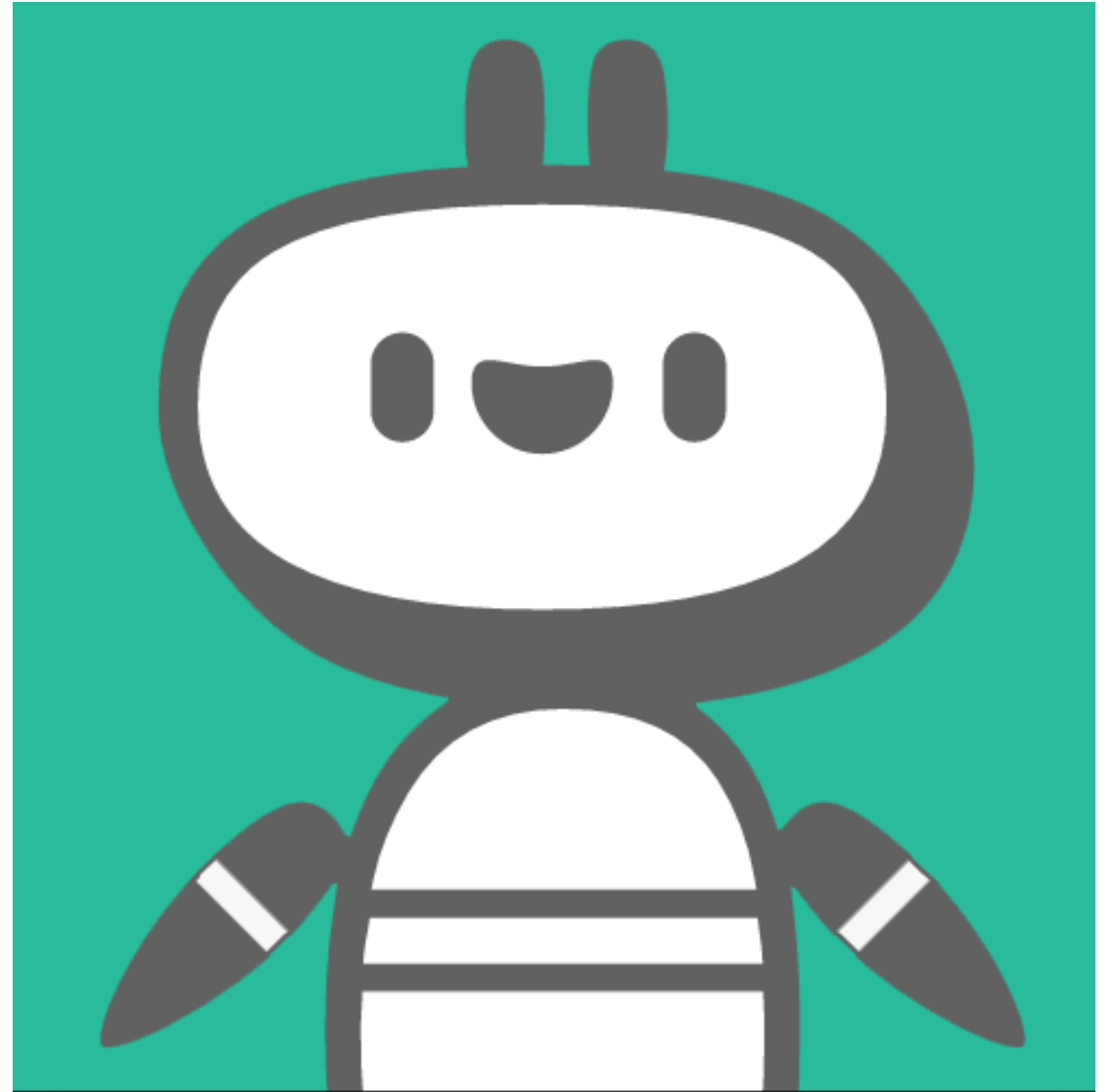
91%

of candidates complete the sc from Mya

 These values are based on Mya campaigns run with a sample size of at least 4000 candidates.

XOR

- 75% time saving pre-screening process
- Up to 85% increase in conversion from visit to apply.
24/7/365
- Good impact on company's HR brand





Vera can conduct a dialogue
with 10 thousand candidates
simultaneously, regardless
of time zones and geography.

Schedule a Consultation

Contact us to consult with one of our solutions architects.



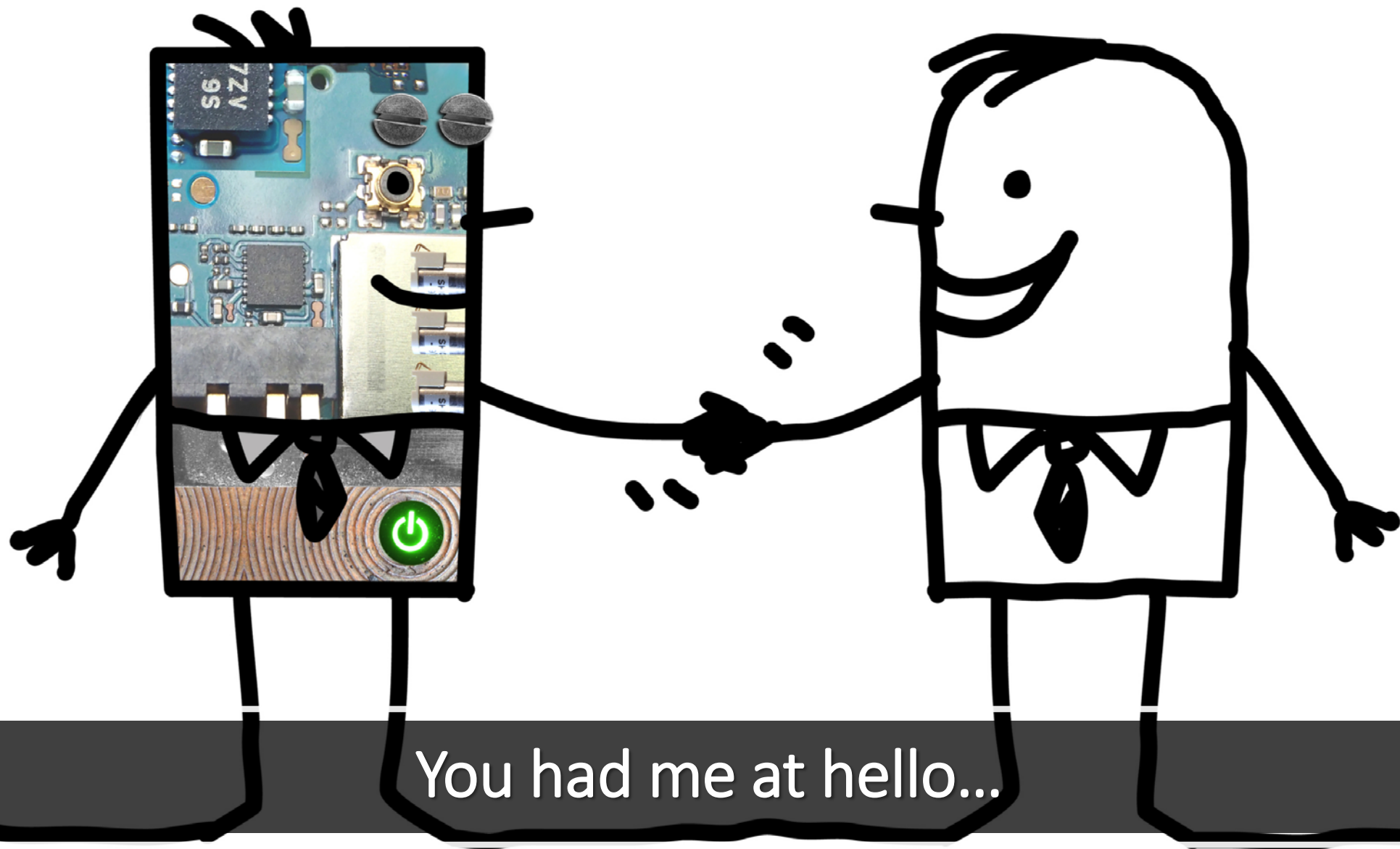
KellyOCG® Partners with Job Pal to Enhance the Candidate Experience

TROY, Mich. – October 10, 2017 – KellyOCG®, the outsourcing and consulting group of Kelly Services, today announced a partnership with [Job Pal](#), a European start-up company that creates customized chatbots to assist organizations with their recruiting process. As a result of the partnership, [KellyOCG](#) is incorporating chatbot technology into its diverse suite of innovative talent solutions.

By using Job Pal's technology, customized chatbots can enhance the candidate experience while introducing automation to the recruiting process through its artificial conversation capabilities. Automating time-consuming and non-value adding activities also provides Kelly recruiters more time to talk with candidates, a differentiating factor for many applicants.

"Candidate experience, or CX, is how applicants think about, feel about and respond to a company's recruitment process," said [Tim Pröhm](#), global Recruitment Process Outsourcing practice strategy lead for KellyOCG. "A strong CX makes the candidate feel valued and empowered. It also delivers a seamless recruitment process powered by high-quality digital capabilities that support the candidate every step of the way."

Job Pal was co-founded in 2016 in Berlin by Luc Dudler, who currently serves as Job Pal's chief executive officer. According to Dudler, Job Pal's strategy is to improve the candidate experience (CX) using chatbots while automating activities in the

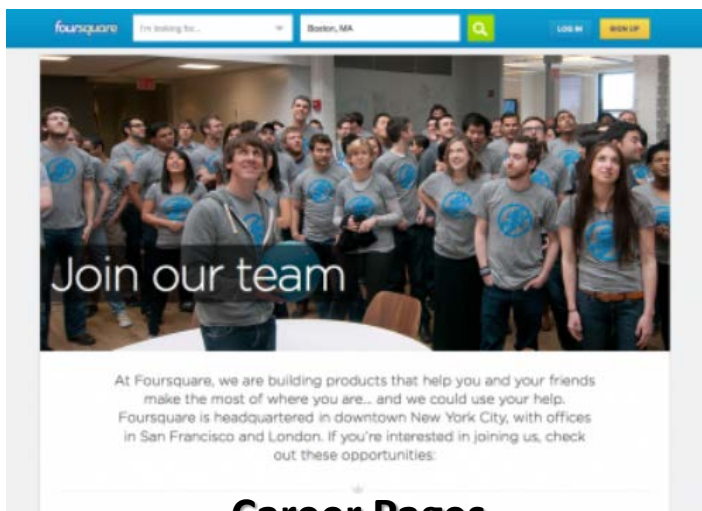


You had me at hello...



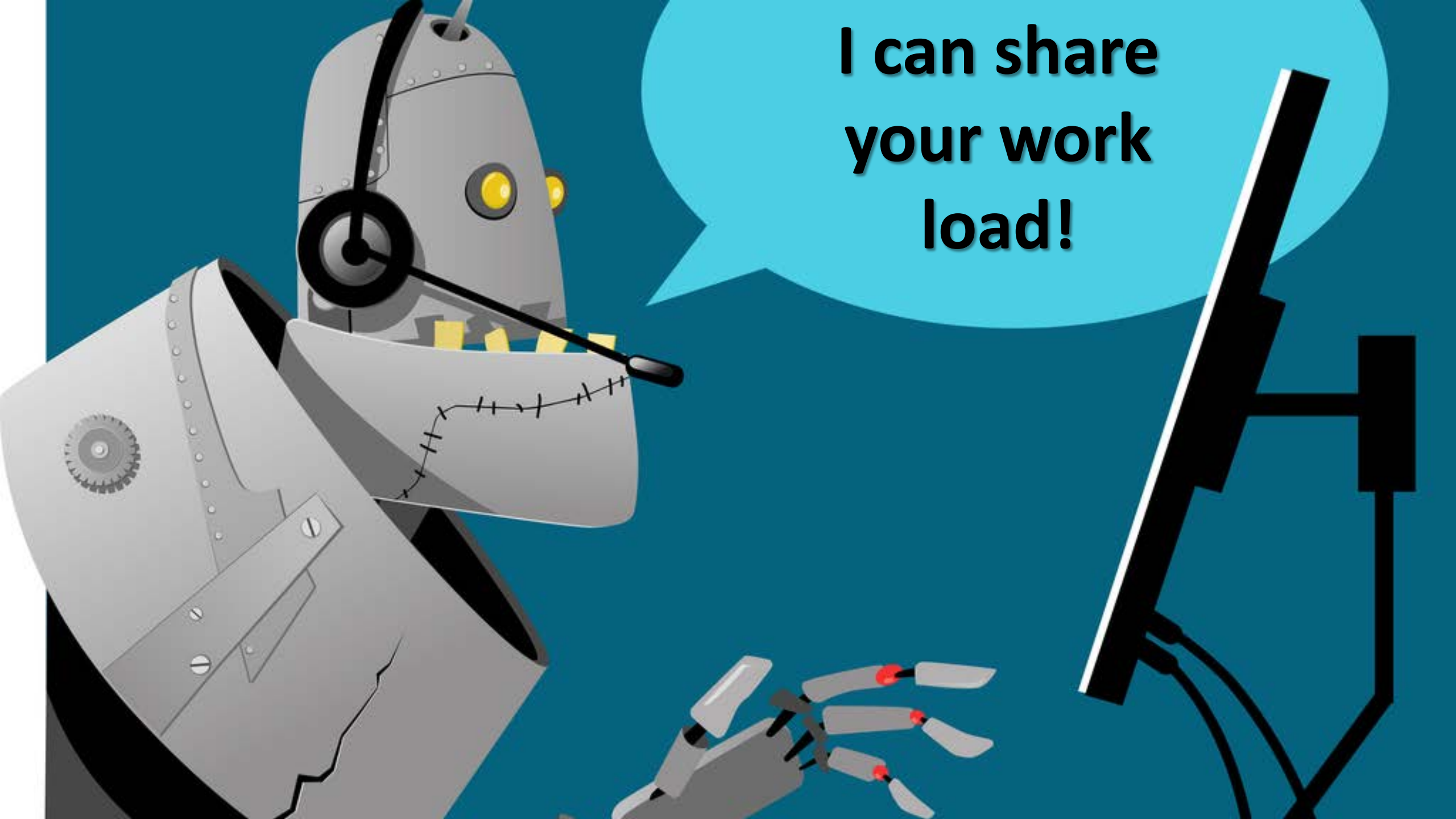
ATS

Job Boards



Career Pages



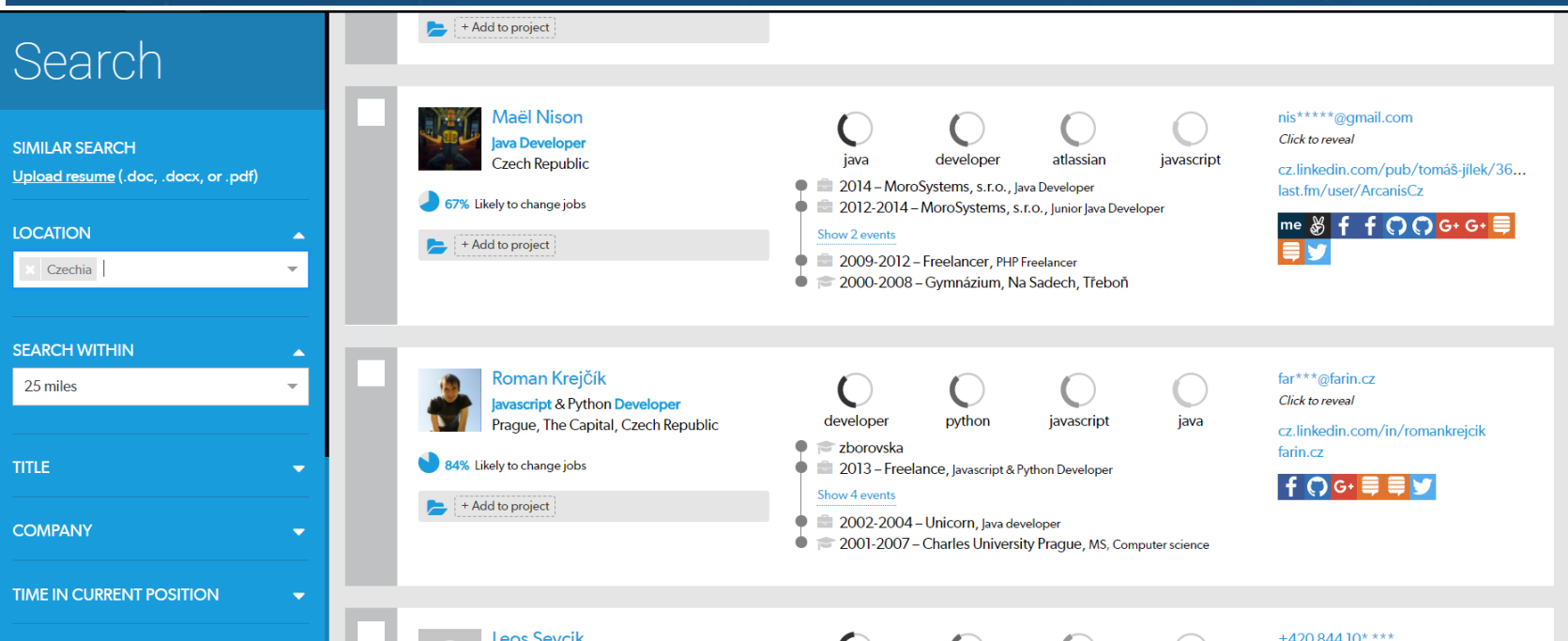
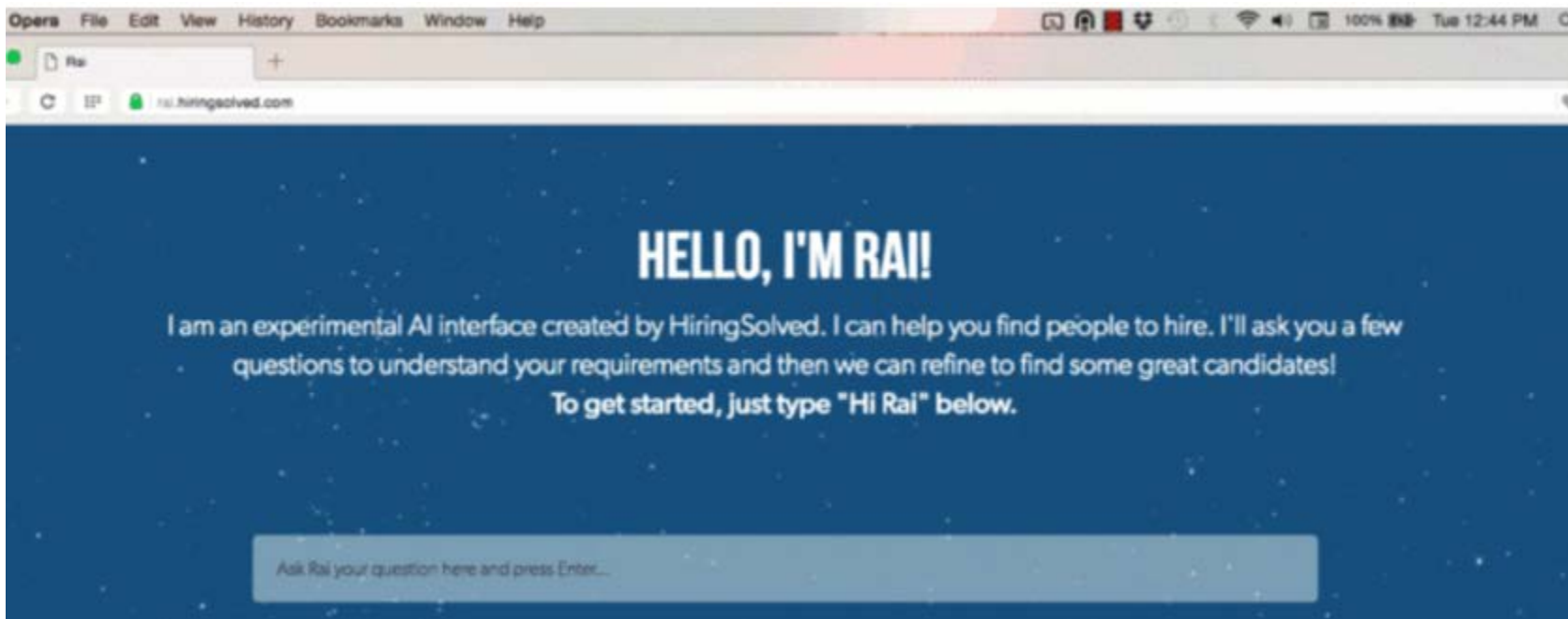
A stylized illustration of a robot with a large, open mouth and a speech bubble. The robot is grey with yellow eyes and a black microphone. It is holding a black pen in its mouth. A speech bubble from the robot contains the text "I can share your work load!". The robot's hand is visible at the bottom, with red joints. A computer monitor is on the right side of the image.

**I can share
your work
load!**



General remarks about Chatbots

1. If you are recruiting in larger numbers you MUST consider them!
2. They are integrating AI components but are not “smart” yet -Insights
3. Most search ATs, job-boards, internal DB, Social networks.
Less open web.
4. Price models are all over the place
5. Most are hybrid bot - recruiter
6. They create rich profiles
7. Most have an option to add rich media
8. White label



Special mention!



Still in Alpha



A close-up of a person's face on the left side of the frame, looking upwards with a curious expression. The background is a dark chalkboard with three hand-drawn white thought bubbles. The largest bubble on the right contains text, while two smaller bubbles are to its left.

More Stuff to think about:

1. Best practices
2. Ethics
3. Metrics

BOT or NOT

- Be one of the first to adopt a market-changing technology
- Benefits for mass recruiting are evident
- Excellent ROI
- Good branding



- New tech still ironing out bugs
- May confuse less tech savvy candidates
- Potential for sabotage (Tay)
- Be sure to be ready for this change throughout the company

Standish Group's "Chaos Report" shows that out of 8,300 IT projects in the US 2015,

- * 16.2% meet their objective**
- * 52.7% end with an average of 189% over budget and 202% overtime**
- * 30%-50% reduction in functionality.**
- 31.1% – are completely aborted.**



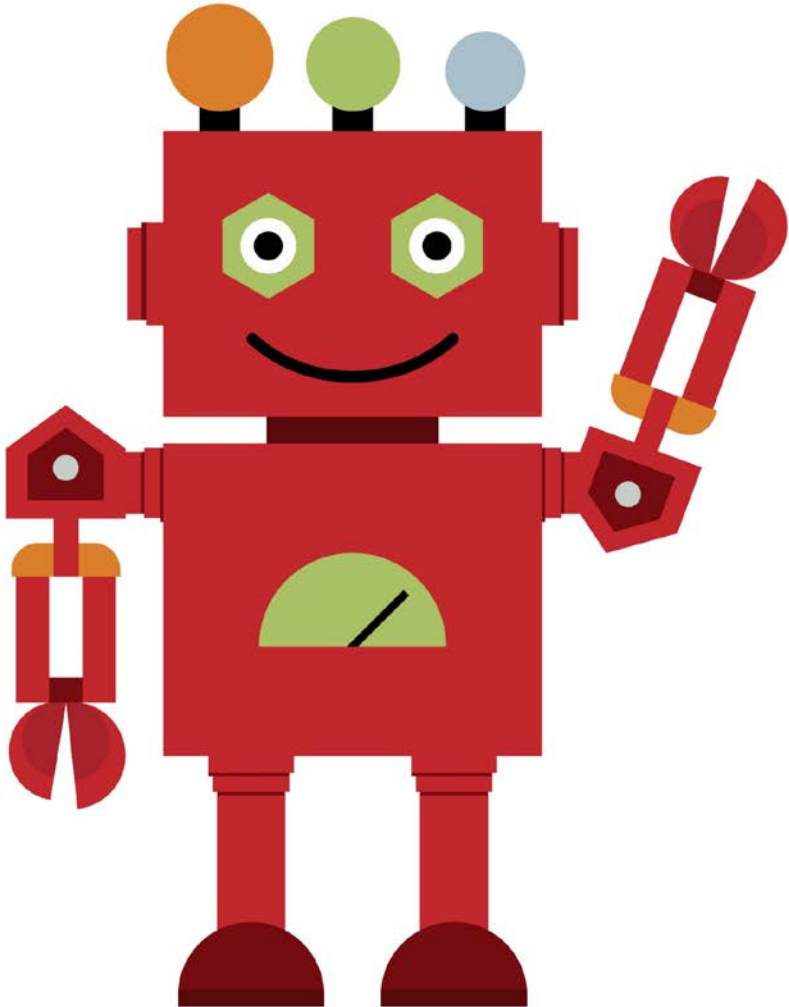
The most important conclusion of this study is that the major cause of failure is organizational and not technological.

Final Words

- * **Become an agent of change in your company**
- * **Set time aside to review new hrtech tools**
 - * **Enlist IT or IT consultant to make the change the right way**

Managers !
Nurture your current
team for agility,
adaptability and
re-skilling

Goodbye!



CONNECT WITH ME!

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Karen Azulai



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