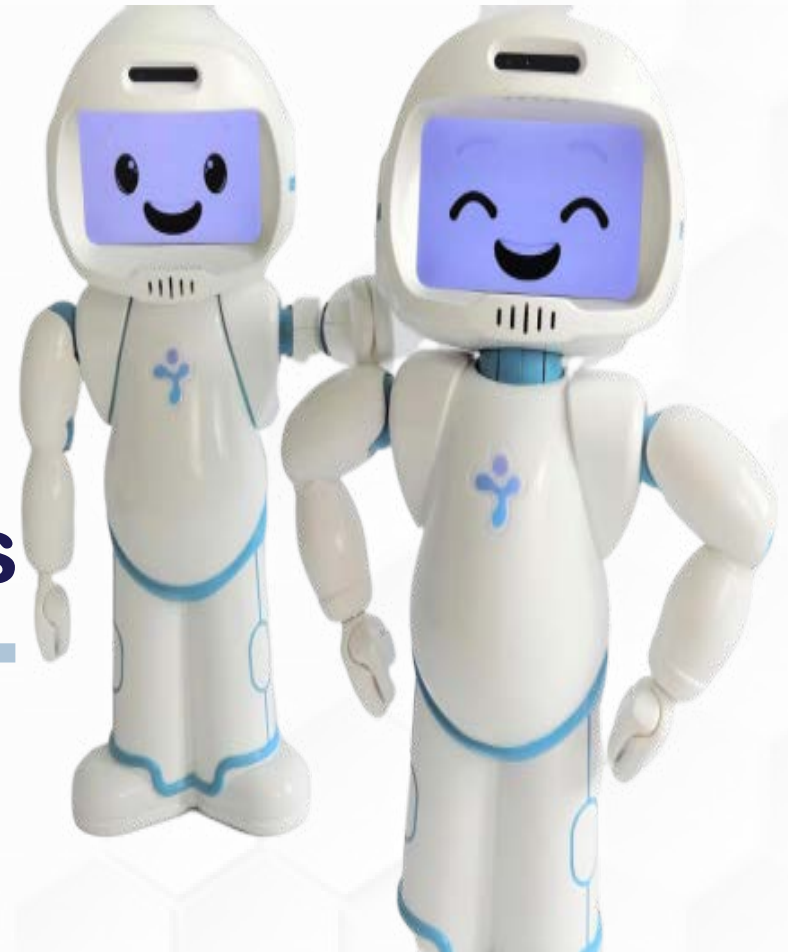




Changing Candidate Experience with Chatbots

A Date with Chatbots!



What You Will Find:

1. Why Are We Talking About Chatbots?
2. A Perfect Solution at Your Doorstep
3. Meet the Chatbots
4. How Do Chatbots Transform Recruiting?
5. Benefits of Using Chatbots
6. Challenges in Using Chatbots
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Why Are We Talking About Chatbots?

Do you feel your ATS needs to enhance its candidate experience?

Are you lacking somewhere while communicating with the candidates?

Do your recruiters find it difficult to respond to every candidate's query?

If your answer to these questions is 'Yes,' continue reading...

A Perfect Solution at Your Doorstep

Imagine how it would be if you get quick solutions for every challenge.

A lengthy application process is a put off for the candidate.

The solutions for this challenge is a [resume parser](#). With a single click, the candidate submits the job application and the parser populates the data fields automatically.

Solution



But what happens when your recruiters have to attend to the never-ending queries of candidates?

This task seems to be impossible and as a result, candidate engagement and communication suffer.

Are you interested in knowing what can enhance candidate communication?

Meet the Chatbots



Take a moment and visualize...

Instead of humans, conversational Intelligence is communicating with the candidates and engaging them in a conversation.

Say 'hello' to chatbots.

A chatbot uses NLP and AI to interact with the candidates. Candidates want an instant response for their queries and notifications about every step in the recruitment process.

If you fail to provide timely communication, it gives a bad impression of your company. This is where chatbots come into the picture.

By 2020, the average person will have more conversations with chatbots than with their spouse.

Source: [Gartner](#)



How Do Chatbots Transform Recruiting?

You can use chatbots for a wide range of HR functions which consume your time.

Candidate Experience:

With a huge volume of resumes and candidates, recruiters tend to ignore candidates' query. Chatbots ensure that they ***send a response to every candidate.*** They enhance their experience of the first interaction with the company.

Screening Candidates:

Shortlisting the candidates is a time-consuming task. Chatbots ***ask questions to the candidates*** related to their experience, skills, qualification, etc. and qualify the best fit matching the set criteria. Chatbots also share recruiters' workload by ***scheduling interviews.***

66% *said that they are glad to have chatbots help with interview scheduling and preparation.*

Source: [SHRM](#)

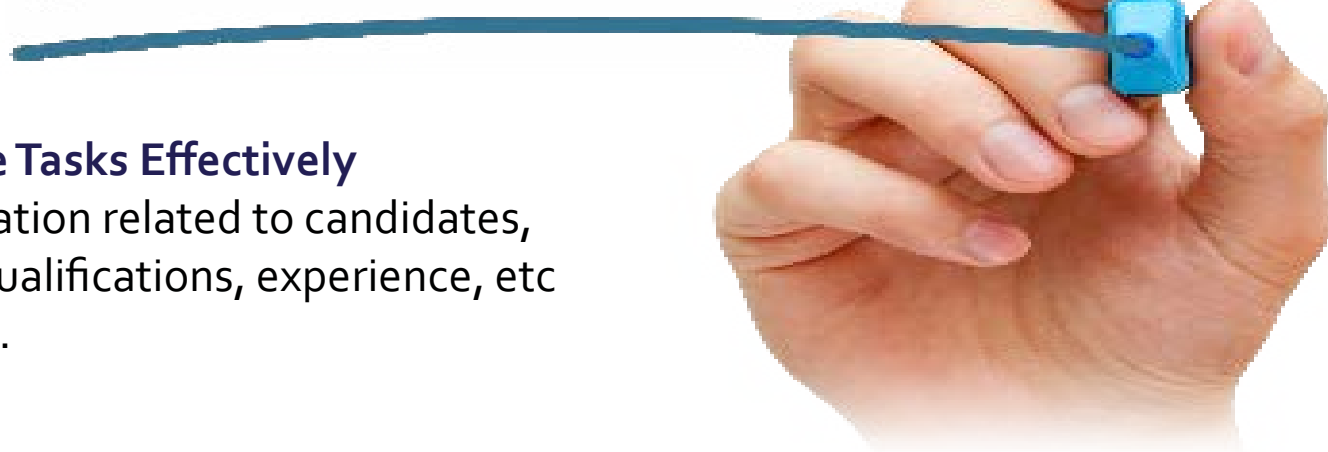
FAQs:

Candidates need a lot of questions answered while applying for a job. Chatbots ***recognize keywords and answer the questions accordingly***. The fact that chatbots provide timely replies is what results in positive candidate experience.

Rapport Building:

Engaging candidates in a conversation is the key to building rapport. Chatbots ask relevant questions to the candidates which makes them feel comfortable.

BENEFITS



Manage Administrative Tasks Effectively

Chatbots collect information related to candidates, rank them as per their qualifications, experience, etc and schedule interviews.

Save Time

As chatbots handle most of the recruitment-related tasks, recruiters get a lot of time which can be spent on proactive sourcing and other important tasks.

Speed Up the Hiring Process

There won't be a delay in the hiring process if you forget to respond to a candidate. Because chatbots will handle this part.

64% believe the top benefit is the ability to get 24-hour service

Source: [Ideal](#)

Challenges in Using Chatbots

43% of people report that they prefer to communicate with a human first and foremost.

Source: [Ideal](#)

- No Standardization in Text

At times, chatbots cannot understand what the candidate is asking. Some use a formal language while some use slangs and abbreviations. In such a case, a chatbot will ask the candidate to rephrase the question which can be frustrating for them.

- Candidates May React Negatively

Some candidates do not want to talk to an automated application. Thus, there are chances of missing quality candidates while hiring.

- No Human Touch

Chatbots are automated. Thus, they lack human emotions. Some chatbots deliver humor in their interactions but cannot take the place of humans when it is about the emotional appeal.

Popular Chatbots

 **iImpress**

 **phenom
people**
Chatbot


Ari

 **XOR**


PARADOX
OLIVIA


jobpal

VCV

 **MYALLY**

 **ROBORECRUITER**

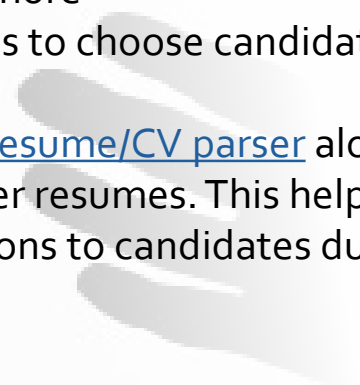
How Does RChilli Help the Chatbot Industry?



- Our comprehensive taxonomy provides an excellent method of judging a candidate's expertise. Apart from using a single keyword, our taxonomy provides multiple keywords based on its skills and job alias.

For example, for the skill 'Java', our parser will offer skills alias such as Java 2, Java 6, Java 7, Java 8, etc. This provides more options to choose candidates having these similar skills.

- Our [resume/CV parser](#) along with taxonomies can build smarter resumes. This helps chatbots to ask contextual questions to candidates during interviews.



About RChilli

RChilli is the trusted partner for parsing, matching, and data enrichment, providing companies, in 50+ countries, with solutions built for the future of technology and recruiting. RChilli's innovative products, backed by an industry-leading tech stack, power the processing of 4.1 billion+ docs a year for 1600+ top global recruiting platforms. Enabling companies to hire better talent faster since 2010, RChilli is ISO 27001:2013, SOC 2 Type II, and HIPAA certified and GDPR compliant.

RChilli also has its multilingual resume parsing app available on Oracle Cloud Marketplace and Salesforce AppExchange.



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