

# THE RISE OF THE HUMANS

DRIVING EXPERIENCE  
BY AUGMENTING TECHNOLOGY  
WITH A HUMAN

MATT JONES  
SVP EUROPE OPERATIONS, CIELO









# EXPERIENCE EXPECTATION IS SITUATION SPECIFIC...

...SO LET'S EXPLORE THIS  
IN A TALENT ACQUISITION CONTEXT

# TECHNOLOGY CHANGES

New consumer technologies have created new opportunities and questions in recruitment



RPA

Chatbots

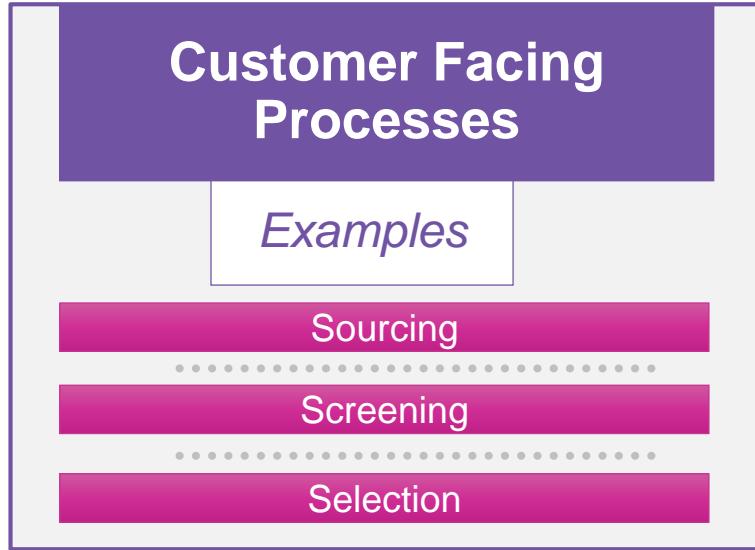
Voice interfaces

IoT

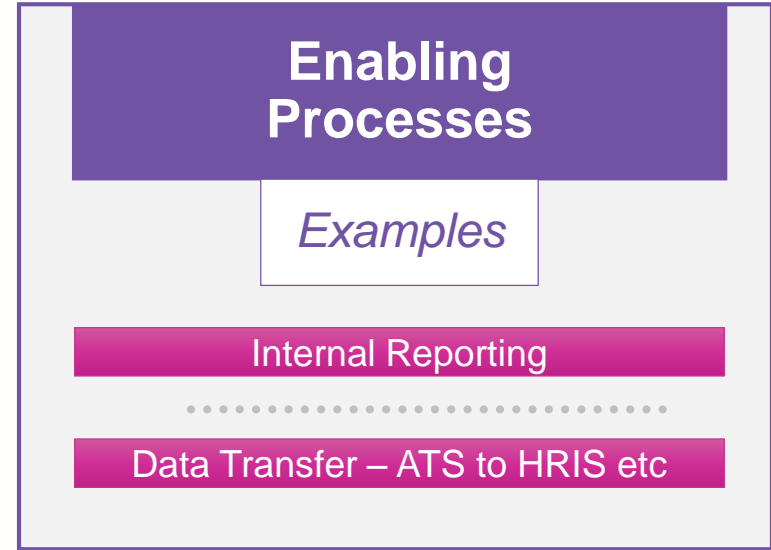
Artificial intelligence

- Natural language processing (NLP)
- Machine learning
- Neural networks
- Deep learning

# EXPLORING TALENT ACQUISITION PROCESSES



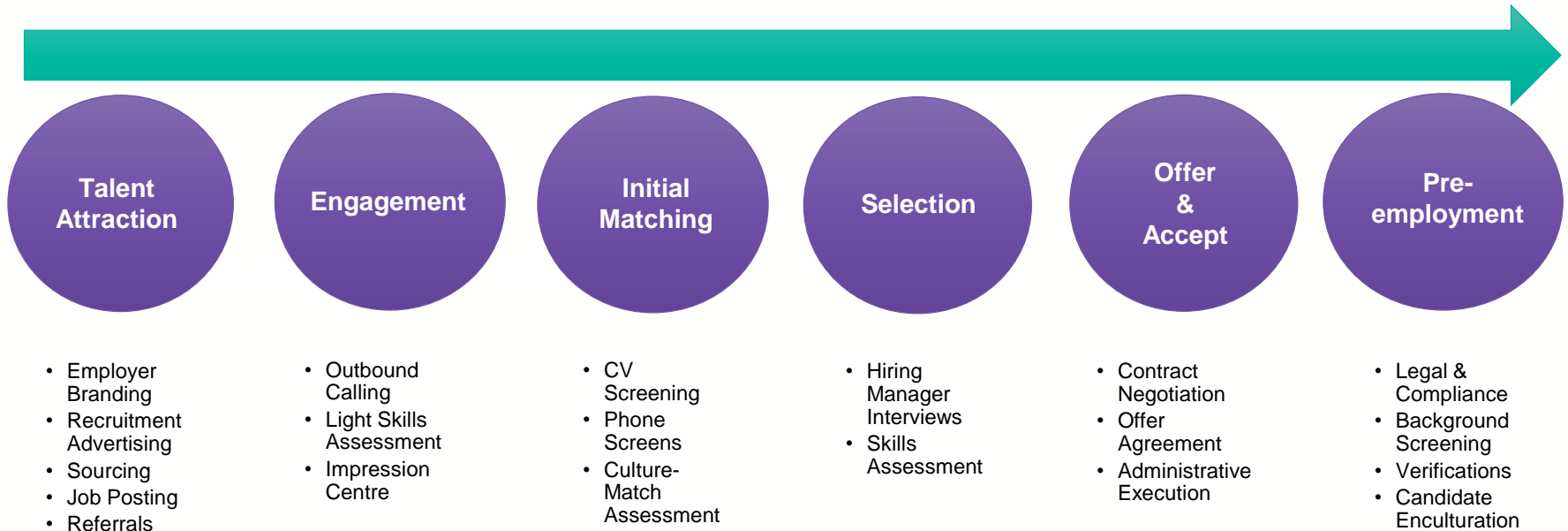
**Offer visibility to customers  
(candidates/managers)**



**Drive efficiency, unlock capacity, improve recruiters' lives**



# THE TALENT JOURNEY





# RECRUITMENT PROCESS

Traditional recruitment

## Talent Attraction

- Employer Branding
- Recruitment Advertising
- Sourcing
- Job Posting
- Referrals

## Engagement

- Outbound Calling
- Light Skills Assessment
- Impression Centre

## Initial Matching

- CV Screening
- Phone Screens
- Culture-Match Assessment

## Selection

- Hiring Manager Interviews
- Skills Assessment

## Offer & Accept

- Contract Negotiation
- Offer Agreement
- Administrative Execution

## Pre-employment

- Legal & Compliance
- Background Screening
- Verifications
- Candidate Enculturation

## Opportunity for Automation

HIGH 30%

- Automated Sourcing
- Programmatic Job Distribution

MEDIUM 10%

- Chatbots
- Content Library
- Minimum Qualification
- Assisted AI for Smart Outreach

V. HIGH 20%

- Machine Learning-based Semantic Matching
- Video & Voice Screens
- AI-based Assessments
- NLP for Machine Processing of Media

MEDIUM 15%

- Automated Interview Scheduling
- Computational Hiring Assistance
- AI-based Assessments

MEDIUM 10%

- AI-based Negotiations
- Automated Offers/Contracts

HIGH 10%

- Automated Check Process Workflow

Automation

# POLL

*To what extent are your organisations looking to embrace automation, AI and robotic process automation in your Talent Acquisition process:*

1. Not at all
2. We do or will trial in some areas, but need to review the impact
3. We are making major investments in these technologies in all areas of our TA process



**TECHNOLOGY**  
IS ONLY AS VALUABLE AS  
THE HUMAN **EXPERIENCE**  
IT IMPROVES



# AUTOMATION – EXAMPLE IN PRACTICE



**30%**

of hires  
resulted from  
Intelligent  
Automated  
Sourcing

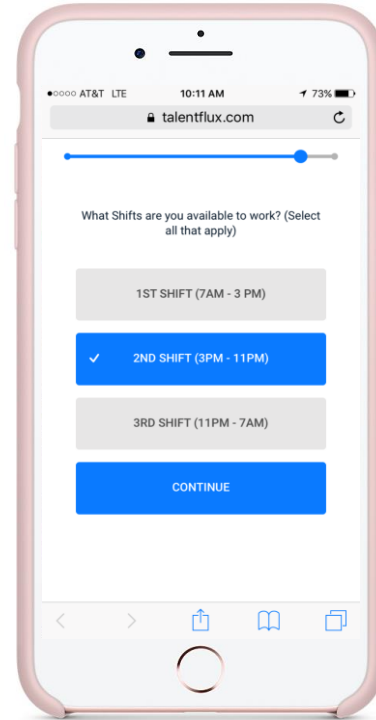
- Hiring Manager Satisfaction increased to **+90%**
- Candidate Satisfaction maintained at **+95%**
- Unlocked **25%** of team capacity in sourcing and screening

# HIGH VOLUME RPO

Fully automated hiring solution

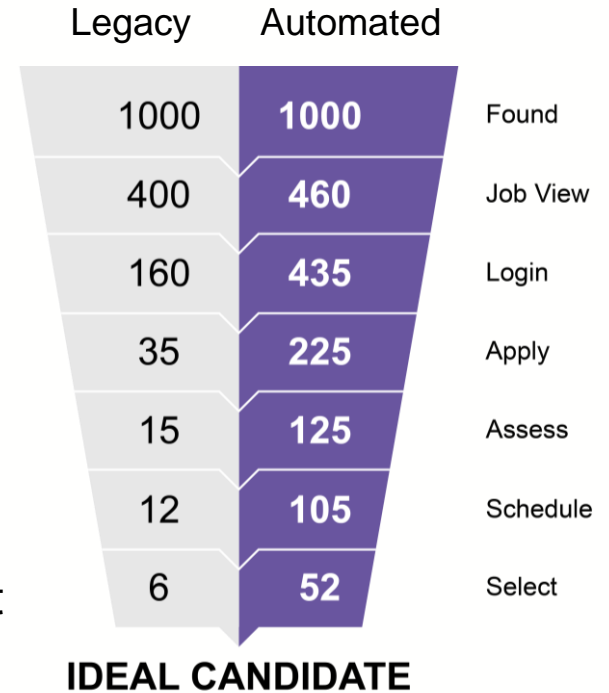
90% reduction in recruiter time from “traditional model”

Massive flexibility – 50% volume flexibility within 2 days’ notice



# HIGH VOLUME RPO: CASE STUDY

- 18,000 hires/year run rate, supported by inbound candidate care
- Team is 10% of normal team size
- 4x candidate volume at pre-launch
- 75% of candidates interviewed are offered
- Time to accepted offer: 4 days
- Significantly exceeded Service Level Agreement (50%) for candidates selected (78%)



# TOP 5 TAKEAWAYS



Review your process and assess for opportunity

Understand your customer experience drivers



Use tech and automation to release recruiter time

Use humans to build the emotional commitment



Track and measure experience

# CLOSING THOUGHT....DOES IT MATTER?

Bostrom's trilemma argues that one of three unlikely-seeming propositions is almost certainly true:

1. *"The fraction of human-level civilizations that reach a posthuman stage (that is, one capable of running high-fidelity ancestor simulations) is very close to zero", or*
2. *"The fraction of posthuman civilizations that are interested in running ancestor-simulations is very close to zero", or*
3. *"The fraction of all people with our kind of experiences that are living in a simulation is very close to one"*





**Email:**

[matt.jones@cielotalent.com](mailto:matt.jones@cielotalent.com)

**LinkedIn:**

[www.linkedin.com/in/mattjones6](http://www.linkedin.com/in/mattjones6)

**Twitter:**

[@MattJ\\_Cielo](https://twitter.com/MattJ_Cielo)