impress

Revolutionizing Recruitment: Harnessing Generative AI Ethically for Skill-Based Hiring

Dr. Vaisagh VT | CEO/Co-founder
impress.ai

Dr Vaisagh Viswanathan (VT)

- **Completed my PhD in AI agents**, on scholarship at NTU, Singapore and subsequently did a post-doc in NRF's CREATE lab.

- Left research and **co-founded impress.ai in 2017** which today helps enterprises streamline, automate and transform their recruitment through AI

- Passionate about using AI as a tool for making the world a **fairer and more equitable** place to live and work in.

- I'm particularly interested in products and businesses that use AI for **creating experiences** that transform the way that we go about work.

AI is the future

According to the World Economic Forum (WEF)*, the AI evolution will **disrupt 85 million** jobs globally and **create 97 million** new job roles.

Executives surveyed estimate that **40%** of their workforce will need to reskill^.

*World Economic Forum (WEF) Recession and Automation Changes Our Future of Work, But There are Jobs Coming, Report Says

^IBM: New IBM study reveals how AI is changing work and what HR leaders should do about it

AI will not replace recruiters

but recruiters who use AI will replace those who don't
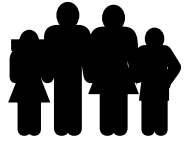
Generative Artificial Intelligence for the Tech Workforce – Jan 2024, SGTech, AI Singapore

What should you look for in an AI application?

Practically, what should I look for?

Scenario: Going out for lunch and trying to decide if I should bring an umbrella

Basic App

Enter my location
and ask for weather

AI-enabled App

Inform me proactively before lunch time on the weather and prompt me to bring an umbrella

INTELLIGENCE WITH A PURPOSE

- **Contextual**, Personal and KPI/Goal Information
- Information **Augmentation** through Different Sources
- **Synthesis** of Information from Multiple Sources
- **Recommendation** based on synthesized information
- Right information at the **right time**

How can we use AI **Ethically?**

Is the Capability transparent?

Each model, tool, etc. have their strengths and weaknesses, are these clear. Are they probabilistic? If so, how?

Ease of Doing the "Right" Things

AI makes a lot of things easy. It also makes it seamless to be a victim of our biases. Does it make it easy to do the right thing?

Is there a feedback mechanism?

Is it possible to give feedback/highlight if something is wrong and then improve it?

Know your Biases

Correlation bias, Halo Effect, etc. are biases that we need to be aware of. If we are unaware of biases, we will make worse decisions

Isn't ChatGPT Enough?

Specialists vs Generalists
Asking GPT the right questions to get what you want is an art and a science that requires experimenting.

Leveraging data insights to improve & refine models
Utilizing context specific data on recruitment workflows, their effectiveness can give you exponentially better results

User journey in utilizing Gen-AI
How seamlessly can the use of AI be embedded in your way of working in a way that it enhances you rather than creates work for you.

Where do we come in?

impress

AI-powered recruitment automation platform that allows recruiters to streamline their application process and **hire the best candidates faster** while giving an unparalleled candidate experience.

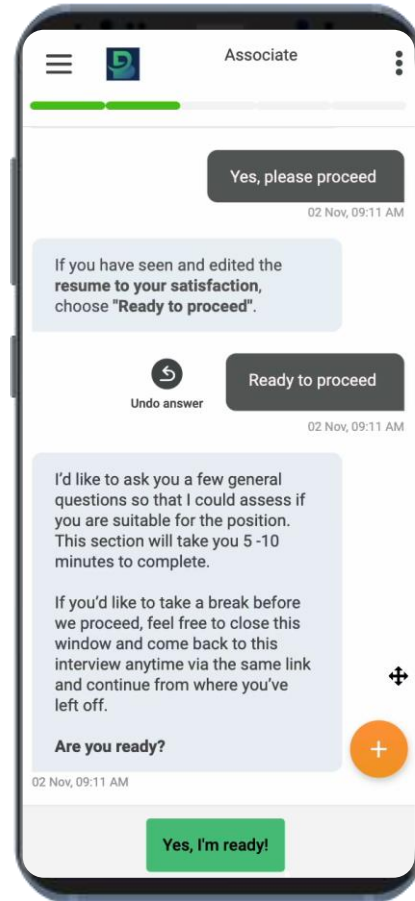# We are trusted by >50 leading brands and government agencies

We integrate deeply with your existing tech stack and the best-in-class tools.

SAP SuccessFactors

mettl

pymetrics

SHL.

singpass

DocuSign

workday

Taleo X

HackerRank

sonru

PI THE PREDICTIVE INDEX

PageUp

greenhouse

hackerearth

HACKER TRAIL

Vieple

darwinbox

Avature

Calendly

Evie

AON

thomas
your business. your people. but better

codility

Hire Vue

broadbean
technology

75% faster time to hire

50% fewer interviews to hire

95% candidate satisfaction rating

The platform is **user friendly**, and we like how the dashboard can be **customized** to **make hiring decisions faster**. More importantly, it helped to enhance our **candidate experience** – we are glad that many candidates liked Kate and enjoyed interacting with her.

Hui Qi Yeo
Manager, Talent Management
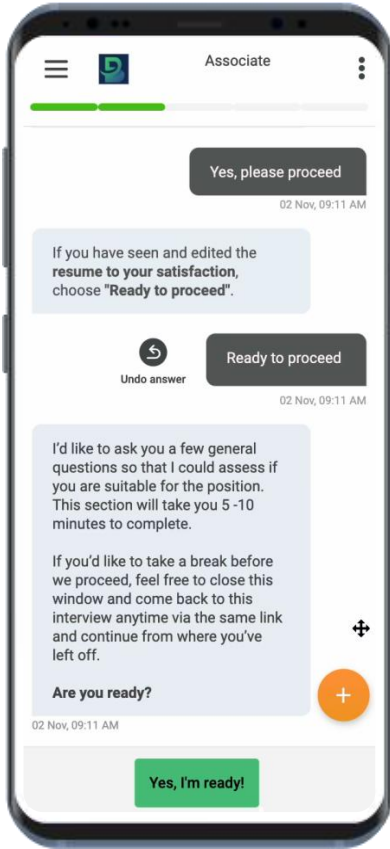Singtel

Candidates engage with a simple click / scan anywhere & anytime.

APPLY NOW

Come and Join Us!

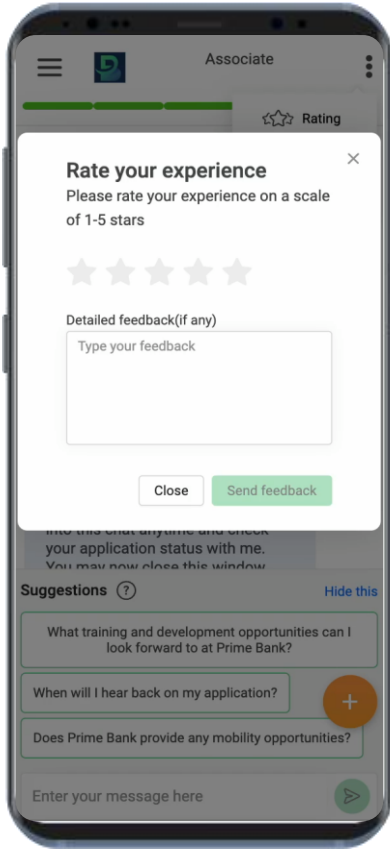Scan the QR code to access our brand new interview experience

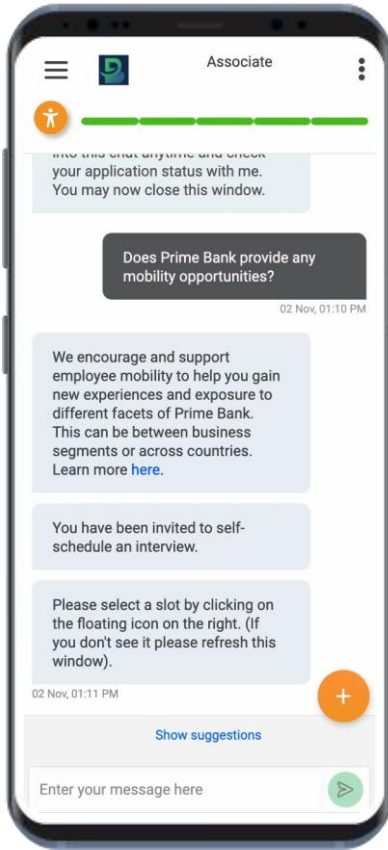Your personalized AI assistant **screens and filters** the best candidates, 24/7.
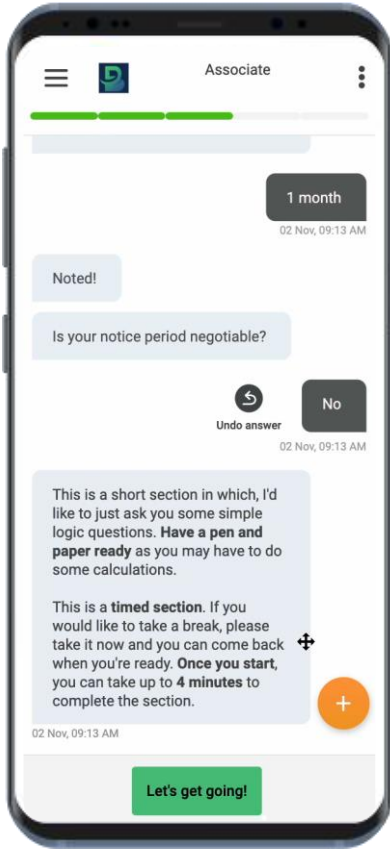
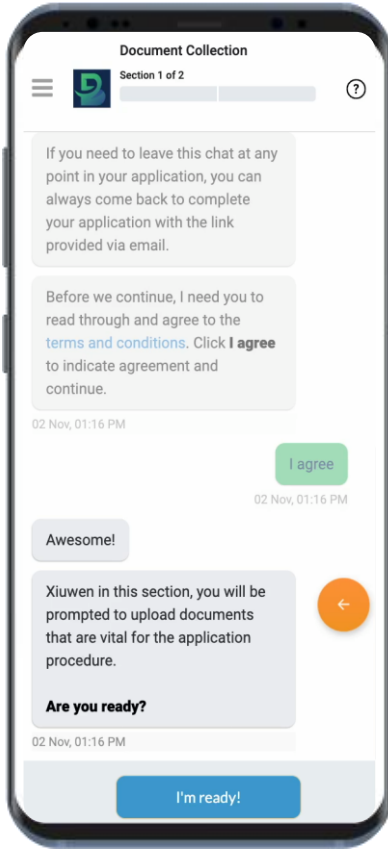**Be it quick interaction or engaging deep assessments – your call.**

Your AI assistant is there to **answer queries** and provide guidance to applicants.

We also help with **automated scheduling** of interviews based on screening results.

We can also help with **documents collection** and **automated reference checks** – providing convenience to both candidates and you.
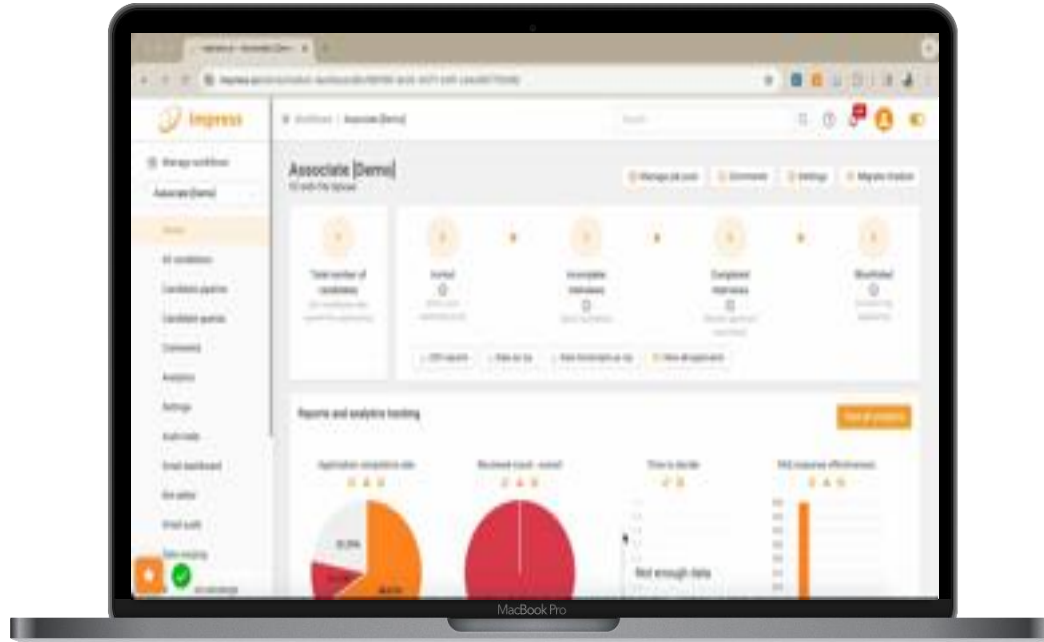
Everything you need to hire competitively

Make informed hiring decisions with insights that matter.

We provide personalized dashboard to help you to focus on the best match candidates.

impress.ai/client/chatbot-dashboard/bcf98199-5e2b-4371-b3ff-cb4c86779398/

impress

☰ Workflows / Associate [Demo]

Search

69

Associate [Demo]
V2 with File Upload

🧳 Manage job post | 💬 Comments | ⚙ Settings | ⤬ Migrate chatbot

Manage workflows

Associate [Demo] ▾

Home

All candidates

Candidate pipeline

Candidate queries

Comments

Analytics

Settings

Audit trails

Email dashboard

Bot editor

Email audit

Data purging

...ed concierge

| 9 | | 0 | ▶ | 3 | ▶ | 6 | ▶ | 0 |

Total number of candidates
ⓘ
(All candidates who started the application)

Invited
ⓘ
(Grow your candidate pool)

Incomplete interviews
ⓘ
(Send reminders)

Completed interviews
ⓘ
(Review applicant responses)
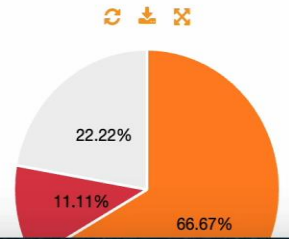
Shortlisted
ⓘ
(Contact top applicants)

⬇ CSV reports | ⬇ Data as zip | ⬇ Data transcripts as zip | 👥 View all applicants

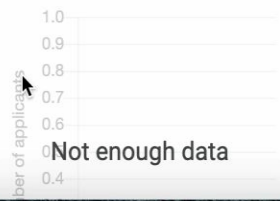## Reports and analytics tracking
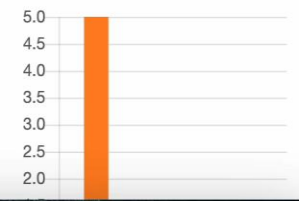
View all analytics

Application completion rate
🔄 ⬇ ⤢

22.22%

11.11%

66.67%

Reviewed count - overall
🔄 ⬇ ⤢

Time to decide
🔄 ⬇ ⤢

1.0
0.9
0.8
0.7
0.6
0.5
0.4

Not enough data

FAQ response effectiveness
🔄 ⬇ ⤢

5.0
4.5
4.0
3.5
3.0
2.5
2.0

✓

We provide you with a summary of the candidate based on your key criteria for your organization.

impress

CANDIDATE APPLICATION REPORT

Dong Yue Felix Wang

Enterprise Singapore Management Associate Programme_2024

Candidate ID: d722ae21-df13-4025-bb38-f8f2771a55c7
Application ID: 1870759

Start date:
30-Jan-2024 08:51 PM (SGT)

Completion date:
31-Jan-2024 12:06 AM (SGT)

Report date:
02-Feb-2024 05:45 PM (SGT)

Profile

Name : Dong Yue Felix Wang
Email : wang.dong.yue05@gmail.com
Phone : +65 6596363581
NRIC :

76.33
Total score
Score excluding recruiter evaluation: 76.33%
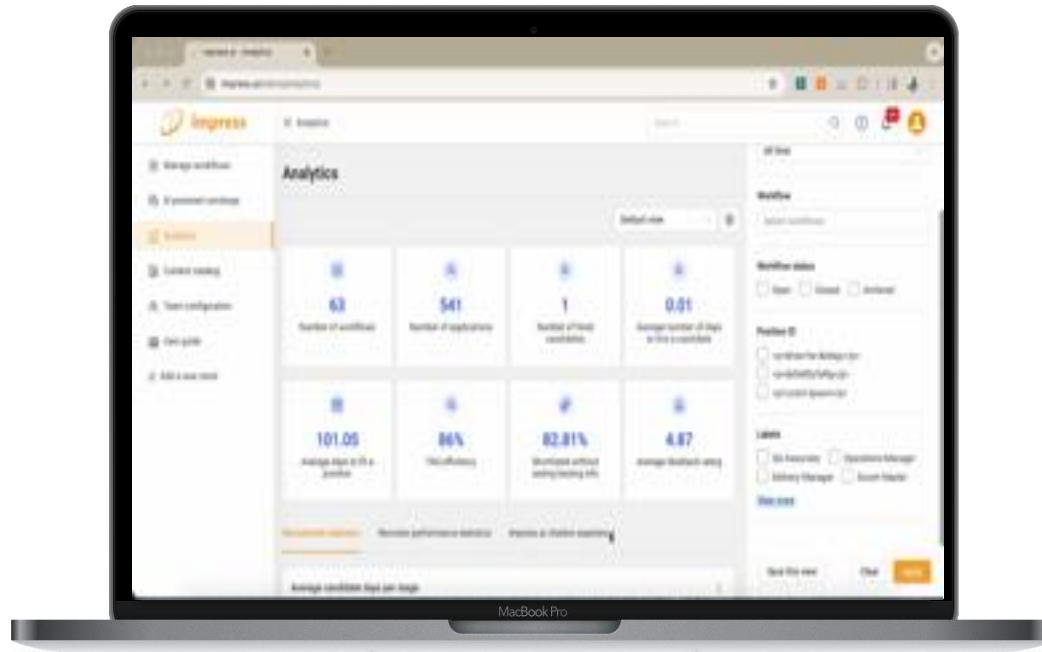
Application status : Kept In View

Competencies

Name	-
scholarship	No
details on scholarship	-
bond obligation	-
years of experience	I am a fresh graduate
more about us	It's okay, I'm ready to continue my application.
MAP intake	August 2024
map track	General Track
corp track choice	-

Confidential   Impress   1 of 6

Providing you real-time hiring insights.

To enable you to make data-informed decisions to optimize recruitment strategies.

Analytics

Search

Default view

Workflow

Select workflows

63	541	1	0.01
Number of workflows	Number of applications	Number of hired candidates	Average number of days to hire a candidate

Workflow status

☐ Open ☐ Closed ☐ Archived

101.05	86%	82.81%	4.87
Average days to fill a position	FAQ efficiency	Shortlisted without seeing biasing info	Average feedback rating

Position ID

☐ `<p>driver<br> </p>`

☐ `<p>dsfddtfyrfyftg</p>`

☐ `<p>Lorem Ipsum</p>`

Labels

☐ QA Associate ☐ Operations Manager

☐ Delivery Manager ☐ Scrum Master

View more

Recruitment statistics   Recruiter performance statistics   impress.ai chatbot experience

Average candidate days per stage

What's AI for recruitment without some Gen AI magic?

350 requisitions, 35 job families, 100 recruiters, 7 brands
1 day to launch with impressGenie

1
Basic info

2
Job description

3
Skills

4
Preview

3
Awaiting approval

38
Under review

342
Conversations finished

1
Candidates shortlisted

Job title

Senior Recruiter

Job family

Human Resources (HR)

Relevant years of experience

more than 5 years

Number of open positions

1

Job requisition start date

29-Apr-2024

Recruiter selection

Malavika Vinoy ×

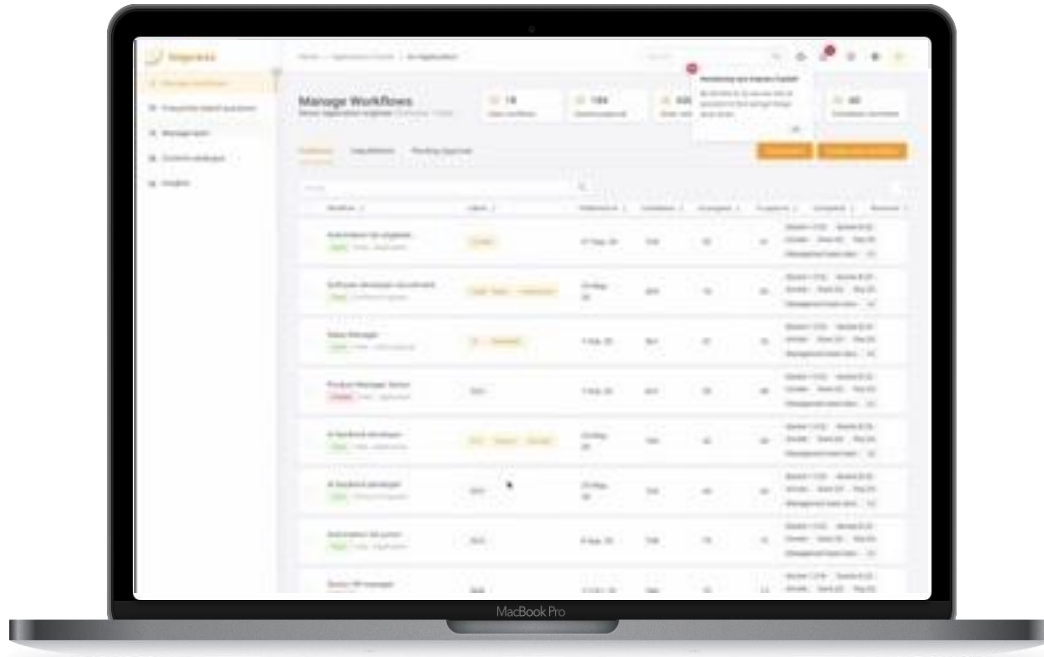**Hiring managers**

Xiuwen Zhang ×

Generate questions using GPT?

Cancel   Reset   Next

Manage workflows

Published   Unpublished 3   Templates

Upload job requisitions   Download comments   Create new workflow

Search

	Workflow		Completed	To review	Shortlisted	Hired
	AI Engineer Open NUS 1 - Primar...		14	6	1	7
	Types of Questions Open Demo		5	5	0	0
	Primary advisory Open NUS 1		6	6	0	0
	Assistant Manager (Admin... Open NUS 2 - Secon...		3	3	0	0
	Proctoring Open		3	3	0	0
	Java developer Open		1	1	0	0
	Assistant Engineer Open		0	0	0	0
	Talent Bank Open Candidate rec...		1	1	0	0
	Digital Marketing Specialist Open		1	1	0	0

Manage workflows

AI-powered concierge

Analytics

Team configuration

User guide

Add a new client

Home

Search

Get clarity on what matters

impress Co-pilot

impress

Manage workflows

Frequently asked questions

Manage team

Content catalogue

Insights

Search

Manage Workflows
Senior Application engineer (Software - India)

18	184	630	60
Open workflows	Awaiting approval	Under revie...	Candidates shortlisted

Introducing new Impress Copilot!
Be the first to try out our new AI assistant to find and get things done faster.

OK

Published   Unpublished   Pending Approval

Comments   Create new workflow

Swap

	Workflow	Labels	Published on	Candidates	In progress	To approve	Completed	Reviewed
☐	Automation QA engineer... Open India - Application	Coding	21 Sep, 20	130	52	41	Bucket 1 (13) Bucket B (2) Annete Dave (3) Roy (3) Management team deci... +2	
☐	Software developer recruitment Open Software Engineer	India - Team Impressive	24 May, 20	429	70	55	Bucket 1 (13) Bucket B (2) Annete Dave (3) Roy (3) Management team deci... +2	
☐	Sales Manager Open India - sales Applicat..	AI Developer	1 Feb, 20	561	51	76	Bucket 1 (13) Bucket B (2) Annete Dave (3) Roy (3) Management team deci... +2	
☐	Product Manager Senior Closed India - Application	N/A	1 Feb, 20	647	53	48	Bucket 1 (13) Bucket B (2) Annete Dave (3) Roy (3) Management team deci... +2	
☐	AI backend developer Open India - Application	Pro Attend Decider	24 May, 20	740	42	50	Bucket 1 (13) Bucket B (2) Annete Dave (3) Roy (3) Management team deci... +2	
☐	AI backend developer Open Software Engineer	N/A	24 May, 20	703	43	55	Bucket 1 (13) Bucket B (2) Annete Dave (3) Roy (3) Management team deci... +2	
☐	Automation QA junior Open India - Application	N/A	8 Sep, 20	738	79	72	Bucket 1 (13) Bucket B (2) Annete Dave (3) Roy (3) Management team deci... +2	
☐	Senior HR manager Open	N/A	17 Oct, 20	196	35	15	Bucket 1 (13) Bucket B (2) Annete Dave (3) Roy (3)	

... Now integrated with Cumulus (Aug 2024)

Seamless application process for candidates from Cumulus to impress.ai &
1-stop review of candidates' assessments & reports

We believe that hiring can be made simpler & faster with AI and intelligent automation

allowing you to spend time on what matters

DBS

High Volume Hiring   **Graduate Hiring**

75% reduction in candidate qualification time

The story of how DBS partners impress to create a delightful experience for candidates – reducing application time from 7 days to 32 minutes.

Industry
Financial

Integrations

PI THE PREDICTIVE INDEX

hackerearth

sonru
A Modern Hire Company

Job Families
High volume roles
Sales
Graduate Hiring
Technology

Challenge

Recruiters were spending a **significant amount of time (a third) on repetitive tasks** like screening resumes, phone screening and answering questions over emails / calls. This would often mean working extra hours. For job applicants, finding time to attend in-person interviews during the workday is also a significant challenge.

Solution

With JIM (DBS' virtual assistant), candidates can access the platform and answer a series of pre-interview questions and tests that previously had to be carried out at face-to-face meetings. The intelligent chatbot autonomously **interviews candidates 24 hours a day, 7 days a week**, providing flexibility to candidates and alleviating recruiters of these time-consuming tasks.

DBS

75% reduction in candidate qualification time

The story of how DBS partners impress to create a delightful experience for candidates – reducing application time from 7 days to 32 minutes.

Industry
Financial

Integrations

PI THE PREDICTIVE INDEX

hackerearth

sonru A Modern Hire Company

Job Families

High volume roles
Sales
Graduate Hiring
Technology

> 75%
reduction in candidate qualification time

40 mins to 8 mins
– recruiter time per application

98%
bot accuracy rate
(satisfactory responses for FAQ)

12 to 3%
decrease in drop-off rate of applications

300%
Return of Investment

DBS

High Volume Hiring   Graduate Hiring

75% reduction in candidate qualification time

The story of how DBS partners impress to create a delightful experience for candidates – reducing application time from 7 days to 32 minutes.

Industry
Financial

Integrations

THE PREDICTIVE INDEX

hackerearth

sonru
A Modern Hire Company

Job Families

High volume roles
Sales
Graduate Hiring
Technology

" JIM…figures out if you're the right person for the job. Our **attrition rates have fallen**, **retention rates gone up** all in the last 12 months.

Piyush Gupta

DBS Group CEO Gupta on Digital Transformation, AI, Strategy

LIVE 8:17 am

Bloomberg   DIGITAL TRANSFORMATION IN BANKING

AIIB

Professional Hiring **Talent Pipeline**

90% accuracy in shortlisted candidates by SAM

How AIIB enables recruiters and hiring managers to spend time on what matters.

Industry
Financial

SAP SuccessFactors

Job Families

Graduate Role
Investment Banking
Finance
Risk
& more to come in 2024

Challenge

AIIB was seeking a system to integrate and support SAP SuccessFactors to tackle the manual pre-screening process that was time consuming, inefficient and left the process open to bias especially in the competitive talent market.

Solution

SAM, AIIB's virtual assistant was implemented to automate repetitive tasks during the recruitment process and allow recruiters to quickly identify the best candidates for their roles.

impress.ai also created Future Opportunities with AIIB to build talent pipelines.

Building a **Talent Pipeline** with SAM – Future Opportunities

AIIB

Professional Hiring	Talent Pipeline

90% accuracy in shortlisted candidates by SAM

How AIIB enables recruiters and hiring managers to spend time on what matters.

Industry
Financial

SAP SuccessFactors

Job Families

Graduate Role
Investment Banking
Finance
Risk
& more to come in 2024

AIIB

90% accuracy in shortlisted candidates by SAM

How AIIB enables recruiters and hiring managers to spend time on what matters.

Industry
Financial

SAP SuccessFactors ♡

Job Families
Graduate Role
Investment Banking
Finance
Risk
& more to come in 2024

"

impress.ai really enhanced our recruitment process while **significant time** for our recruiters. The **accuracy** of the bot was **commendable** and created an excellent, highly-qualified shortlist for our roles.

Brian Carlo Hipolito, Senior HR Officer

"

Overall, I find the engine has **yielded a good sample of robust and relevant CVs**. I see the experiences are quite diverse. It is great that the manually-shortlisted candidates overlap quite well with the Bot´s selection.

Hiring Manager A

"

With the **adaptation of AI technology**, the initial recruitment process is commendable. Looking forward to see you soon!

★★★★★

Candidate Feedback

"

This is an amazing non-voice interview which I **hope other hiring companies will replicate**. So easy to follow

★★★★★

Candidate Feedback

AIIB

Professional Hiring **Talent Pipeline**

90% accuracy in shortlisted candidates by SAM

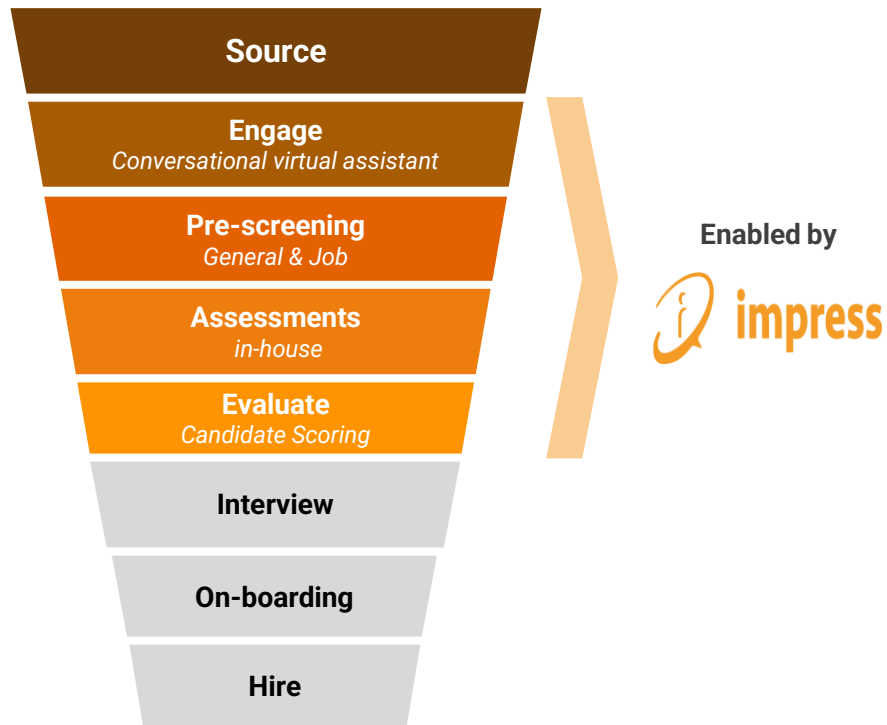How AIIB enables recruiters and hiring managers to spend time on what matters.

Industry
Financial

SAP SuccessFactors

Job Families

Graduate Role
Investment Banking
Finance
Risk
& more to come in 2024

2020
Launched for Investment Analyst & Associate positions

2021
Expanded to other roles across finance and risk job families

2022 – 2024
Working on scaling across all roles within AIIB & with expanded scope – new products like Candidate Matching, Gen-AI capabilities, etc