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Biggest Challenge
for HR

A mid-size company was looking to fill a Senior Solution Architect role that required a niche skill. They could get to a perfect candidate faster because they could shrink their interview process to 2 days using an automated interview scheduling tool. However, a larger company with a better comp package took 2-3 weeks to have the candidate undergo the interview process. The smaller company made an attractive offer. The candidate accepted the offer because she could not wait for the more attractive company to complete the interview process on time.

AI Automated Interview Scheduling

Automated interview scheduling can reduce the time to hire from a three-month cycle to a 2-3 weeks cycle. First, we will show you how to select the best interview scheduling tool. Then, you can try our AI-based automated scheduling tool free for 60 days to get insights that will help you make the right purchasing decision.

Why Automated Interview Scheduler.

Having technology that speeds up hiring and provides candidates a world-class experience from the first touch-point is a must when hiring qualified candidates. Automated interview scheduler gives the coordinators the tools to succeed.

REDUCED TIME TO FILL

Customers have engaged the top talent faster by shrinking the interview scheduling time by 10X. They have reduced their time to fill from three months to three weeks. In addition, they have scheduled and confirmed interviews by all parties in less than an hour instead of days.

ENHANCED CANDIDATE EXPERIENCE

Candidates can provide availability with a click of a button on any device, freeing up coordinators' time for candidate engagement and providing the candidates with a world-class experience.

REDUCED BURDEN ON INTERVIEWER

Automated interview scheduling tools free up the interviewer's time to do "actual" work. It automatically find availability on interviewers' calendars. Interviews can confirm their availability with one click on any device.

INCREASED COORDINATOR PRODUCTIVITY

With the same number of coordinators, they have set up twice the number of interviews and have extra time to provide candidates with a more personalized experience.

ALL INTERVIEW INFORMATION IN ONE PLACE

Interview Scheduling tools make schedules, video conferencing links, job descriptions, contact information available at their fingertips. The coordinator can see which interview scheduling steps. In addition, they can see all actions and communication with the candidates and interviewers in a timeline view within the scheduling application.

REDUCED NO SHOWS

Interview Scheduling Tools reduce no-shows by sending automated reminders to candidates and interviewers

SELF-SERVICE CANCELLATIONS AND RESCHEDULE

The coordinator, candidates, or interviewers can reschedule with a click.

VISIBILITY INTO THE SCHEDULING PROCESS

The coordinator can see which interview scheduling steps. In addition, they can see all actions and communication with the candidates and interviewers in a timeline view within the scheduling application.

INTEGRATIONS

Zoom, Office 365, G-Suite, and SMS integrations to send emails create Zoom, Teams, Google meet invite and send text reminders to candidates

Selecting Interview Scheduling Software.

There are several considerations for selecting an Interview Scheduling tool.

- Time to Schedule
- Candidate Engagement
- Interviewer Experience
- Coordinator Experience
- Software Cost
- Visibility into Scheduling

- Email Integration
- Calendar Integration
- Video Conferencing Integration
- SMS

Automated Interview Scheduling tools differ in candidate experience, cost, and time to hire. The method used by the software solution impacts these factors and is a crucial consideration in the selection process. We will take a close look at both these methods and how they compare in the above criterion.

Automated Interview Scheduling Methods

There are two types of interview scheduling software – interviewer initiated and coordinator initiated. In the interviewer-created method (a.k.a. self-service) interviewer starts the scheduling. In the coordinator-created process, the coordinator creates the scheduling. We will compare the two categories of software in depth in-depth.

Interviewer Initiated Scheduling

The interviewer initiates the scheduling of the interview with the candidate. An interviewer could be a hiring manager or a member of their team. With five interviewers, each of them will do their interview

scheduling. The interviewer would typically create an event with open slots, and the candidate would select from one of the available slots.

Coordinator Initiated Scheduling

The coordinator initiates the scheduling. The coordinator enters basic information such as candidate, interviewer, job link, and the automated interview scheduler sets up the interview. The scheduling software frees up the coordinator from setting up the interviewer to engage the candidates and provide them with a world-class experience from the first touchpoint.

Interviewer Initiated -Time to Hire

Interviewers are too busy to do their day-to-day work. Therefore, we do not train them in using self-service scheduling software. The following illustrates the complexity of interviewer self-service scheduling.

- Create an event (interview)
- For panel interviews, add other interviewers
- Enter event information
  - Link to the Job description
  - Select a date range for the interview
  - Instructions to candidate to schedule
  - They Copy and paste the event link and email it to the candidate

- Field scheduling questions from candidates
- Handle cancellations and reschedules

This model increases the time to hire instead of decreasing it. For example, if there are five interviewers, each interviewer takes two days to schedule the interview, adding ten days to the hiring process.

Hybrid Model

In reality, genuine automated interviewer-initiated scheduling does not exist. Interviewers send the event link to the coordinator and let the coordinator handle rest of the scheduling. The process no longer remains automated, and the coordinator, interviewee, and interviewers end up exchanging emails/phone calls. Moreover, the coordinator has to track multiple interviewers' calendars.

Coordinator Initiated – Time to Hire

Using an AI-based Interview Scheduler, a coordinator can schedule interviews in minutes, and the entire process is automated from start to finish. Interview Scheduler can complete the whole process from start to finish in 1 to 2 hours.

The coordinator provides basic information such as candidate, interviewer, and job link. The scheduling software automatically finds availability on interviewers' calendars. Candidates and interviews can confirm their availability with one click on any device. In addition, scheduling software sends reminders to interviewers to free up time and respond to a scheduling request.

Customers have been able to engage the top talent faster by shrinking the interview scheduling time by 10X. Interview Scheduler can schedule and confirm interviews by all parties in less than an hour instead of days.

Interviewer Initiated – Cost & Value

Anyone in the organization could be an interviewer and would need the software license to schedule an interview. Consider a company with 5,000 employees. Each employee would need a premium subscription at $8/month. The total cost for five thousand employees would be **$40,000/month**.

There is a relatively low value because the solution places a high burden on the interviewer and will not adopt the resolution.

Why does the free version not work

Software vendors provide a free version. However, the free version has limits. With the free version, the interviewer can set only one interview at a time. For example, consider an interviewer

interviewing four candidates. They can schedule only one candidate at a time. Only once the interview for the first candidate is complete they can schedule the next candidate.

Coordinator Initiated – Cost & Value

In the coordinator model, the coordinator initiates the interview schedule. Pricing is per coordinator. A company having 5000 employees could typically have eight coordinators. Software license 750/month per coordinator. The price for software license cost for **5000 Employee companies** would be **$6000/month** which is 15% of the cost of the self-service model.

The scheduling software provides a significant boost in productivity. Coordinators can set up four times the number of interviews. The same number of coordinators would be able to scale to the company's growth and still have time to provide the candidates a world-class experience from the very first touch-point.

Interviewer Initiated – Candidate Experience

The candidate experience will not be seamless. The candidate will have multiple touchpoints, e.g., receive an email from the interviewer to select a slot and work with the coordinator for interview confirmation. The candidate will not have required information (interviewer information, video conferencing link, job description, coordinator notes, scheduling information) in one place. Cancellations and reschedules would have manual components.

Coordinator Initiated –Candidate experience

Coordinator will be there single point of contact and would provide a world class personalized candidate engagement experience.

Candidates will be able to schedule interviews with a click of a button on any device. Candidates can reschedule with a click.

Interviewer Initiated – Interviewer Experience

Interviewers are busy with strategic work, meetings, and day-to-day work. As is recruiting is already demanding for hiring managers, e.g., as creating requisitions in ATS. Self-service interview scheduling is a significant burden and would add more to their woes.

Coordinator Initiated – Interviewer Experience

Interviewers would have a low-touch for interview scheduling. Unlike self-scheduling interview tools that place an additional burden on interviewers, coordinator-initiated interview scheduling frees up their time to do "actual" work.

Scheduling software automatically finds availability on interviewers' calendars. All the interviewer has to do is select the most suitable time with a click of a button on any device. Interviewers get automatic reminders to free up time on the calendar and respond to a scheduling request promptly. In addition, video conferencing links, job descriptions, contact information are available at their fingertips.

Interviewer Initiated – Visibility into Scheduling

Neither the coordinator nor the interviewer would have complete visibility of the scheduling process because the interviewer initiates the interview. For example, a coordinator would not know the stage in the scheduling process, e.g., has the candidate selected slot, is the time chosen by the candidate suitable for the interview, has the candidate canceled or rescheduled. This information would be available to the coordinator in various emails and phone conversations.

Coordinator Initiated – Visibility into Scheduling

The interview scheduling software provides detailed visibility into each step of the scheduling process, e.g., did the candidate provide availability, did the interviewer confirm a slot, did the candidate re-confirm. In addition, it chronologically logs all interactions to provide visibility into every scheduling step.

Summary

An automated interview scheduler gives the organization the tools to shorten the time to hire. Automated Interview Scheduling tools differ in candidate experience, cost, and time to hire. The method used by the software solution has an impact on these factors.

Coordinator initiated Scheduling software schedules interviews faster, provides a superior candidate experience, interviewer experience, and coordinator experience, keeps the cost low, and increases the productivity of coordinators several folds.

On the other hand, interviewer-initiated scheduling software increases the time to set up the interviews, provides a fragmented candidate experience, places an extra burden on the interviewer, and is cost-prohibitive.

60 Day Free Trial

With a 60 Day Free Trial, you can set up an unlimited number of interviews, and there is no credit card required and no obligation to sign up after the trial. No action is required on your part if you do not

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want to purchase the service. We will not automatically charge after the trial expires. Visit talentnow.net to get started, or contact us at sales@talentnow.net.

About The Author

Deepak Bhargava is a seasoned HR professional working in the Staffing space for 15 years. He is the co-founder of talentnow.net, which makes AI-based automated scheduling software for Coordinators. If you have any questions or comments would like to see a demo, please reach out to deepak@talentnow.net directly.

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