A people-first guide to AI in hiring.

Where to use automation, and where to use your people.

PARADOX

100%   95%   90%   80%   60%

AI automation has changed the hiring game.

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How did it happen?

Well first, artificial intelligence got very sophisticated very fast, with not only better technology but also easier-to-use conversational experiences. Meanwhile, labor demand has outpaced labor supply since the pandemic, with more jobs open than unemployed people to fill them (job openings hit a record peak last year and have remained stubbornly high, according to the Bureau of Labor Statistics).

So, let's talk about where automation comes in and helps bridge this gap.

Automation supercharges companies and roles of all sorts. Some leverage AI to "win" candidates by being faster to complete the screen-schedule-interview-offer cycle, and others use automation to return valuable time to managers or recruiters so they can spend more time doing the human work they do best.

We're at a point where you can now automate your entire hiring process. Which means companies can hire lightning fast (same day hiring!).

But just because you can, doesn't mean you should.

Fully automated hiring won't be the right fit for many industries or roles.

So, instead of asking where you should use automation in your hiring process, flip the question to:

Where do your people add the most value to your hiring process?

I'll bet you won't say scheduling or handling onboarding paperwork. Most of you will say the sourcing and selection process, influencing hiring managers, or convincing candidates to join your organization.

The key here is that you will all have different answers... and not just because of the industry you are in, but because the roles you are hiring

for your organization may dictate a different hiring process. You would not want to hire your janitorial staff the same way you hire your engineering team, or vice versa.

Whether you're looking to staff up your warehouse quickly, seeking support for your recruiters who vet top corporate positions, or something in between, AI can automate all kinds of hiring tasks at scale to let you spend time with people instead of software.

One size doesn't fit all in hiring — your tech solutions should be customized down to each role.

Profile spotlight.

Hiring can be categorized into 5 distinct profiles.

The roles you hire for often dictate how much automation you should leverage. There are very few companies that only hire one profile, so AI hiring platforms that offer flexibility by role is key.

So how can you generate the highest impact in hiring?

Here's how AI reduces your workload, improves the candidate's application experience, and gets you the people you need — across five profiles we see across industries.

High-volume support

Up to 100% automation.

- Apply
- Screen
- Assess (optional)
- Recorded interview (optional)
- (Complete full application)
- Offer (contingent)
- Onboarding (tax, I-9, WOTC)
- Background check
- Drug Screen (Optional)
- Start

Frontline customer-facing

Up to 95% automation.

- Apply
- Screen
- Assess (optional)
- Schedule interview
- (Complete full application)
- Video or live interview
- Offer
- Onboarding (tax, I-9, WOTC)
- Background check
- Start

High-volume skilled

Up to 90% automation.

- Apply
- Screen
- Assess (optional)
- Schedule interview
- Verify license / qualifications
- (Complete full application)
- Interview(s)
- Offer / call
- Onboarding (tax, I-9, WOTC)
- Background check
- Start

Frontline manager

Up to 80% automation.

- Apply
- Screen
- Assess (typical)
- Review
- Schedule interview
- (Complete full application)
- 2–3 interviews
- Reference (optional)
- Offer / call
- Onboarding (tax, I-9, WOTC)
- Background check
- Start

Corporate / executive

Up to 60% automation.

- Source / apply
- Screen
- Assess (typical)
- Review
- Schedule recruiter screen
- Recruiter screen
- Schedule interviewers
- (Complete full application)
- 3–5 interviews
- Offer
- Onboarding (tax, I-9, WOTC)
- Background check
- Start

Blue = Automated
Black = Manual

Supports the operations, supply chain, or production of product for an organization.

Apply

Screen

Assess *(optional)*

Recorded interview *(optional)*

(Complete full application)

Offer *(contingent)*

Onboarding *(tax, I-9, WOTC)*

Background check

Drug Screen *(Optional)*

Start

Up to 100% automation.

Who handles hiring:
Location HR / TA

Prerequisites:
None beyond age, availability

☒ Skilled role

☑ Seasonal role

Job examples:
› Package handler
› Distribution center
› Factory worker
› Janitorial

Blue = Automated
Black = Manual

High-volume support hiring.

You need lots of people, and you need them fast.

Anyone who's hired for places like distribution centers and factories knows speed is essential. These roles require minimal experience, and competition is high. And you also need to account for turnover or seasonality.

For this role profile, best practices may include frequent or even "always-on" hiring models to meet consumer demand. With high competition from other employers and the fact that these hires often provide ROI quickly, hiring managers look to move fast; in some cases bypassing traditional interviews and replacing them with automated screenings to hire faster.

With automation handling these tasks, teams often focus more on training and retention.

AI automation helps candidates in this role type apply with ease today and start in the warehouse tomorrow — automated processes can vet eligibility and behaviors, extend an offer, and even onboard new hires.

Automation works so well for this role for a few reasons. First, minimum qualifications are often binary and straightforward. Are you cleared to work in the U.S.? Are you able to lift heavy boxes? The AI isn't passing any judgment; it's simply compiling yes or no answers.

Because the screening considerations are so simple, there's no value in employers instructing managers to review a stack of resumes for these roles. It just takes managers away from performing their core work that drives impact for your company.
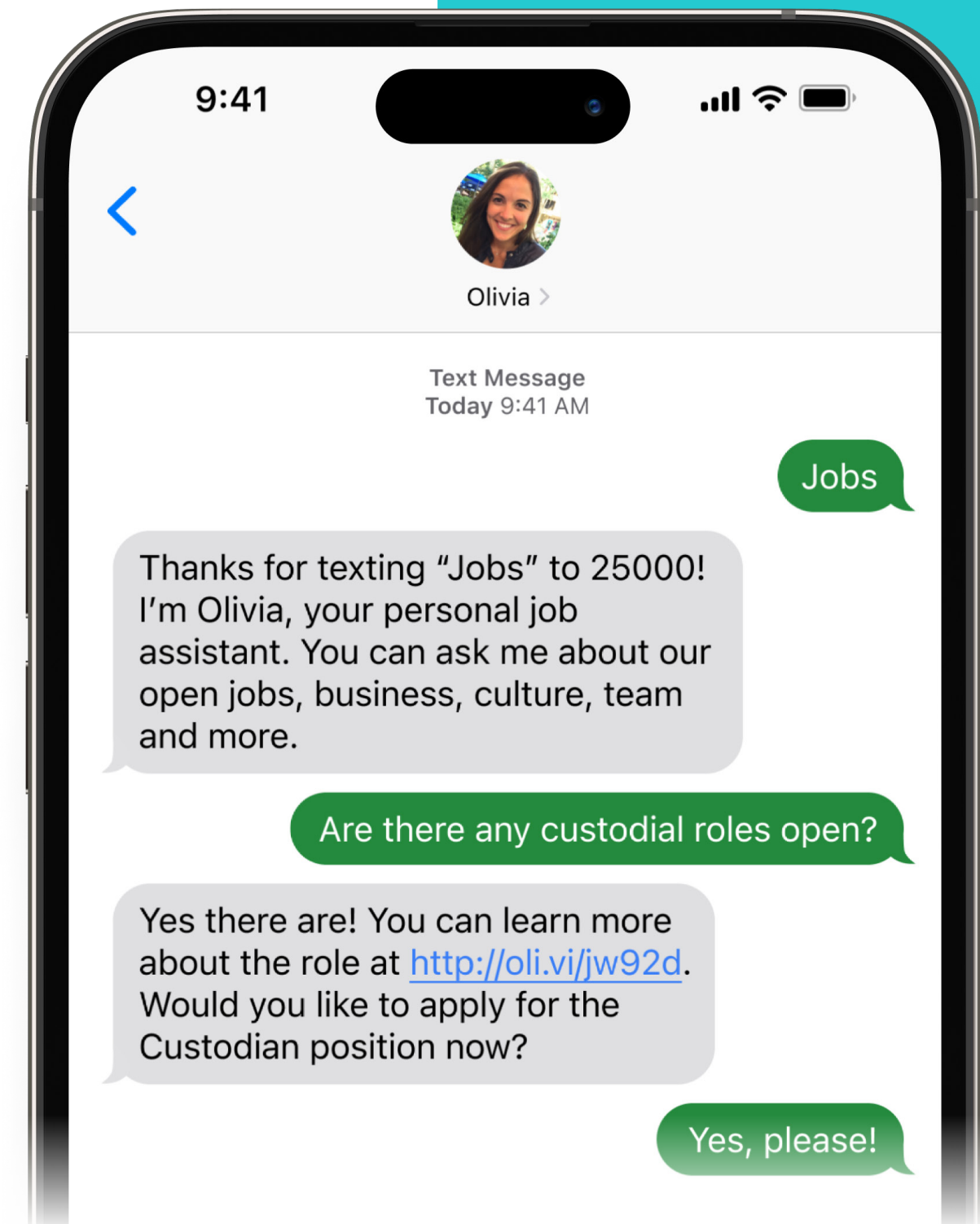
With AI, **candidates simply apply via text** through a conversational assistant, and it takes only two minutes. Employers can set minimum qualifications and candidates who meet them will be automatically advanced to the next round. And if employers want, AI can automatically set up interviews.

(I want to be clear: Your team can still step in at any point if necessary!)

From there, AI helps workers who have moved to the next round complete an application, sends an offer, and collects all information needed for onboarding like tax forms and background check details.

And that's it: The new hire is ready to start, and the manager didn't have to do a thing.

9:41

Olivia >

Text Message
Today 9:41 AM

Jobs

Thanks for texting "Jobs" to 25000! I'm Olivia, your personal job assistant. You can ask me about our open jobs, business, culture, team and more.

Are there any custodial roles open?

Yes there are! You can learn more about the role at http://oli.vi/jw92d. Would you like to apply for the Custodian position now?

Yes, please!

Frontline customer-facing hiring.

These people are the public face of your company.

This is another high-competition, high-seasonality space that requires speed to hire. But this category has another layer of complexity: Frontline workers like cashiers and restaurant team members interact directly with customers.

Here, it's typically busy location managers — not recruiters — tasked with hiring. The goal is still to move as quickly as possible, but now you want to meet candidates

to ensure fit. AI is perfect at moving candidates through the funnel quickly, while humans excel at using expertise to determine good fits.

Pre-interview, conversational AI can automate the screening and scheduling. Post-interview, it can manage the offer and onboarding.

This capacity for speed and scale is particularly crucial for seasonal hiring, but especially for roles like restaurant and bar crews. In October, new federal data showed this sector gained 61,000 jobs in September, representing 1 in 5 jobs the U.S. economy added overall.

The face of the company interacting with the customers.

- Apply
- Screen
- Assess *(optional)*
- Recorded interview *(optional)*
- *(Complete full application)*
- Video or live interview
- Offer *(contingent)*
- Onboarding *(tax, I-9, WOTC)*
- Background check
- Start
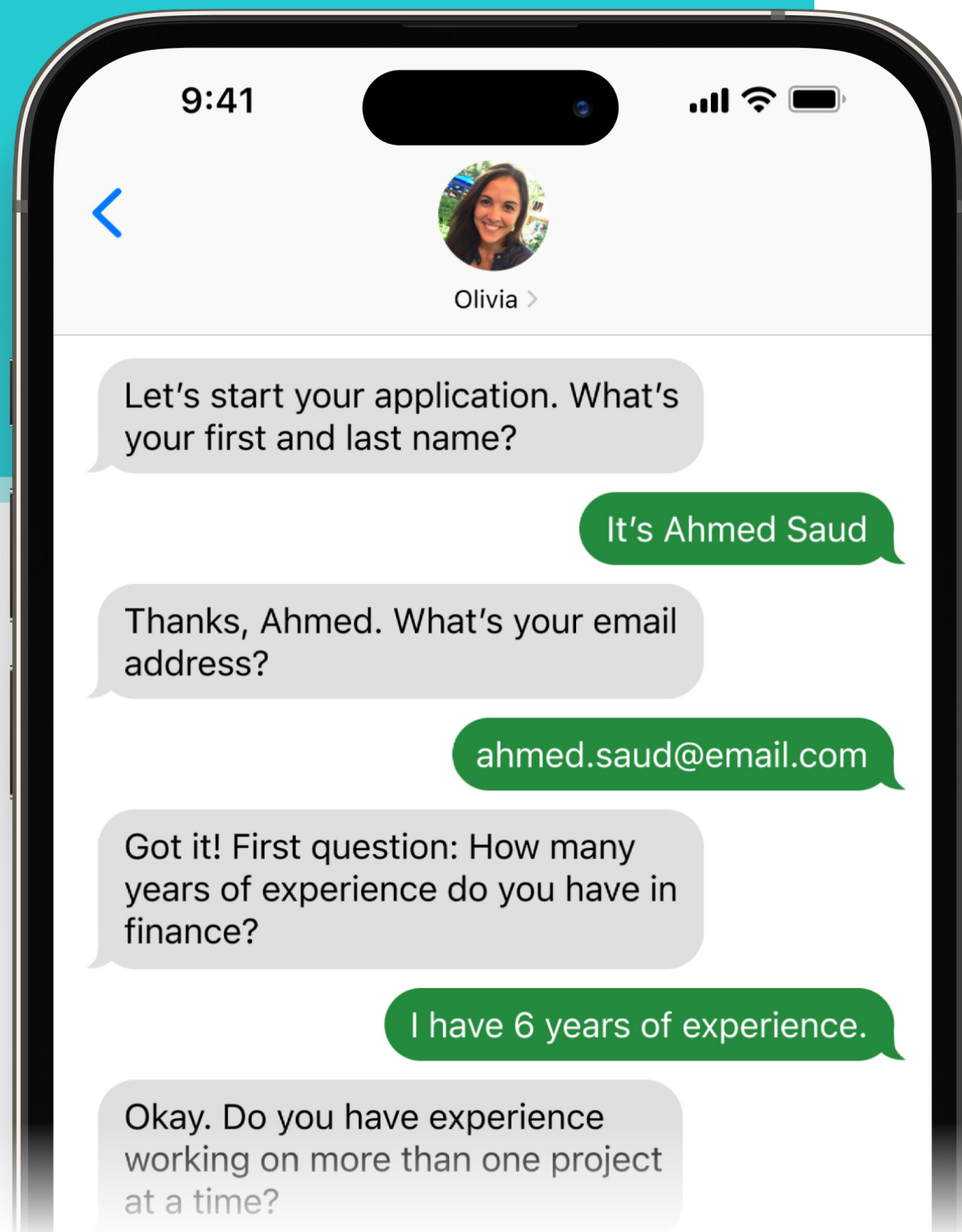
Up to 95% automation.

Who handles hiring:
Location manager

Prerequisites:
None beyond age, availability

☒ Skilled role

☑ Seasonal role

Job examples:
› Cashier
› Restaurant crew
› Sales associate
› Front desk

Blue = Automated
Black = Manual

Just like the high-volume support roles, automation makes it possible for candidates to apply via text in around two minutes and automatically advances those who meet minimum qualifications.

From there, a conversational assistant checks the hiring manager's calendar and offers interview time slots to the applicant, who will also receive a reminder the day of the interview.

Afterward, AI can help them complete a full application, send a job offer and automatically collect the information for tax forms and background checks, and other onboarding tasks so they're ready to start.

It's automation plus a human touch at its best. Teams have the time to focus their efforts on connecting with people one-on-one. Automation handles all the rest.

That's what we call a win-win.

Roles that require specific certifications, licenses, skills or training to qualify

Apply

Screen

Assess *(optional)*

Schedule interview

Verify license / qualifications

(Complete full application)

Interview(s)

Offer / call

Onboarding *(tax, I-9, WOTC)*

Background check

Start

Up to 90% automation.

Who handles hiring:
Recruiters

Prerequisites:
Experience or certification

☑ **Skilled role**

☒ Seasonal role

Job examples:
› Hair Stylist
› Caregiver / nurse
› Truck driver
› Construction worker

Blue = Automated
Black = Manual

High-volume skilled hiring.

This is the most competitive category in hiring.

From nurses to hairstylists, skilled frontline workers are in the catbird seat. Demand for these workers far outpaces the supply of people with the necessary skills, certifications, or experiences.

High demand + low supply = extreme competition.

Most organizations don't have unlimited resources to keep beefing up the TA team or continually spending on a slew of job boards — so automation is critical to compete in this category.

Recruiters can focus on sourcing, verifying qualifications, and interviewing, while automating the rest of the process to move fast and remove friction.

Conversational AI keeps things moving without compromising verification of needed skills. Candidates complete the initial application via text, and those who meet minimum qualifications are set up with an interview that works with the recruiter's schedule.
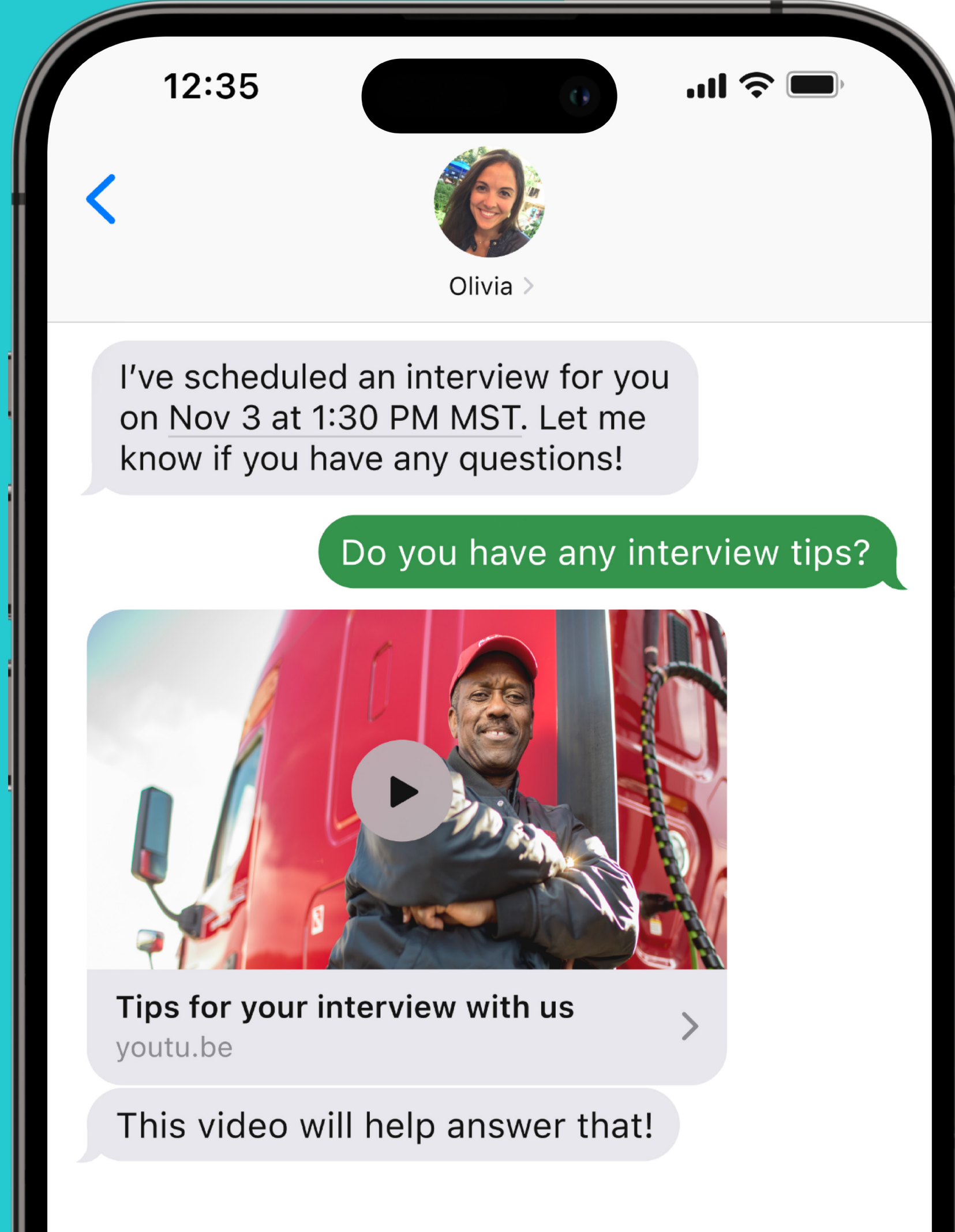
Pre-interview, AI helps the candidate complete the full application while the employer verifies licenses and qualifications. Post-interview, it sends a job offer and automatically collects information for taxes, background checks, and other onboarding processes.

Manually hiring these roles can take up to 21 days — tons of wasted time that risks your candidates dropping off.

With conversational AI, hires can go from application to starting the gig in just six days (or less!).

Frontline manager hiring.

A big role that wears many hats.

Like the frontline customer-facing category, managers represent employers' brands to the public — and they are also key drivers to a location's revenue, operations, guest experience, and retention rates. This is a big role that wears many hats; that means you need a few more steps in the process to ensure you hire the right talent.

Typically in this category, some candidates apply from within the organization seeking a promotion.

But whether candidates are internal or external, most employers conduct interviews as well as a potential personality assessment. Automating the initial application, screening, scheduling, and onboarding simplifies the process to fill critical roles fast.

With conversational AI, internal or external applicants can apply via text and are automatically screened for minimum qualifications.

Hiring managers can then decide whom to interview, and who's better suited in their current role.

Manages the business and people for a specific location.

- **Apply**
- **Screen**
- **Assess** *(typical)*
- Review
- **Schedule interview**
- *(Complete full application)*
- 2–3 interviews
- **Reference** *(optional)*
- **Offer** / call
- **Onboarding** *(tax, I-9, WOTC)*
- **Background check**
- **Start**

Up to 80% automation.

Who handles hiring:
Field HR / TA

Prerequisites:
Experience

☑ Skilled role
☒ Seasonal role

Job examples:
› Restaurant manager
› General manager
› Store manager
› Hotel manager

Blue = Automated
Black = Manual

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From there, the software sets up interviews at times that work for both sides and helps the candidate finish their full application.

Why is automating interview scheduling so critical here? Because these roles often require multiple interviewers, which means lots of back and forth "calendar Tetris" if not automated.

Once an employer is ready to make an offer, AI can handle that, too — plus automatically collecting information for references, taxes, background checks, and anything else needed from the new hire.

Olivia >

Today 10:00 AM

Hi Adam! We're excited to offer you the role of Hotel Manager! 🎉 Please view and respond to your offer at http://oli.vi/e49eT

Thank you so much Olivia, I accepted! Can't wait to start!

We've received your offer acceptance. Welcome to the team! You can start your onboarding paperwork at http://oli.vi/k48dt

From early career to executive, typically salaried roles that vary across departments and title.

- Source / **apply**
- **Screen**
- **Assess** *(typical)*
- Review
- **Schedule recruiter screen**
- Recruiter screen
- **Schedule interviewers**
- *(Complete full application)*
- 3–5 interviews
- **Offer**
- **Onboarding** *(tax, I-9, WOTC)*
- **Background check**
- **Start**

Up to 60% automation.

Who handles hiring:
Location HR / TA

Prerequisites:
Experience, skill set, or degree

☑ Skilled role
☒ Seasonal role

Job examples:
› Marketing
› Finance
› Accounting
› IT

Blue = Automated
Black = Manual

Corporate / executive hiring.

This is where conversational AI becomes a supercharged assistant.

And one that flies through paperwork, takes on all of the annoying tasks, and never has to be asked twice. It's also where we find some HR and TA professionals are most surprised by how much AI can help.

The corporate space has a wide range of hiring profiles — university hiring, for example, is entirely different from executive recruitment — so the specific processes here may vary.

But across the board, the ultimate goal is to augment recruiters by automating anything administrative.

This unlocks hours of time they can now spend on core, high-value initiatives that leverage their valuable skills: sourcing, interviewing, advising hiring managers, and working their magic with top candidates. Basically, they can now focus on everything you want them to focus on.

Spending time going back and forth about scheduling or paperwork is a waste of a TA pro's brainpower.
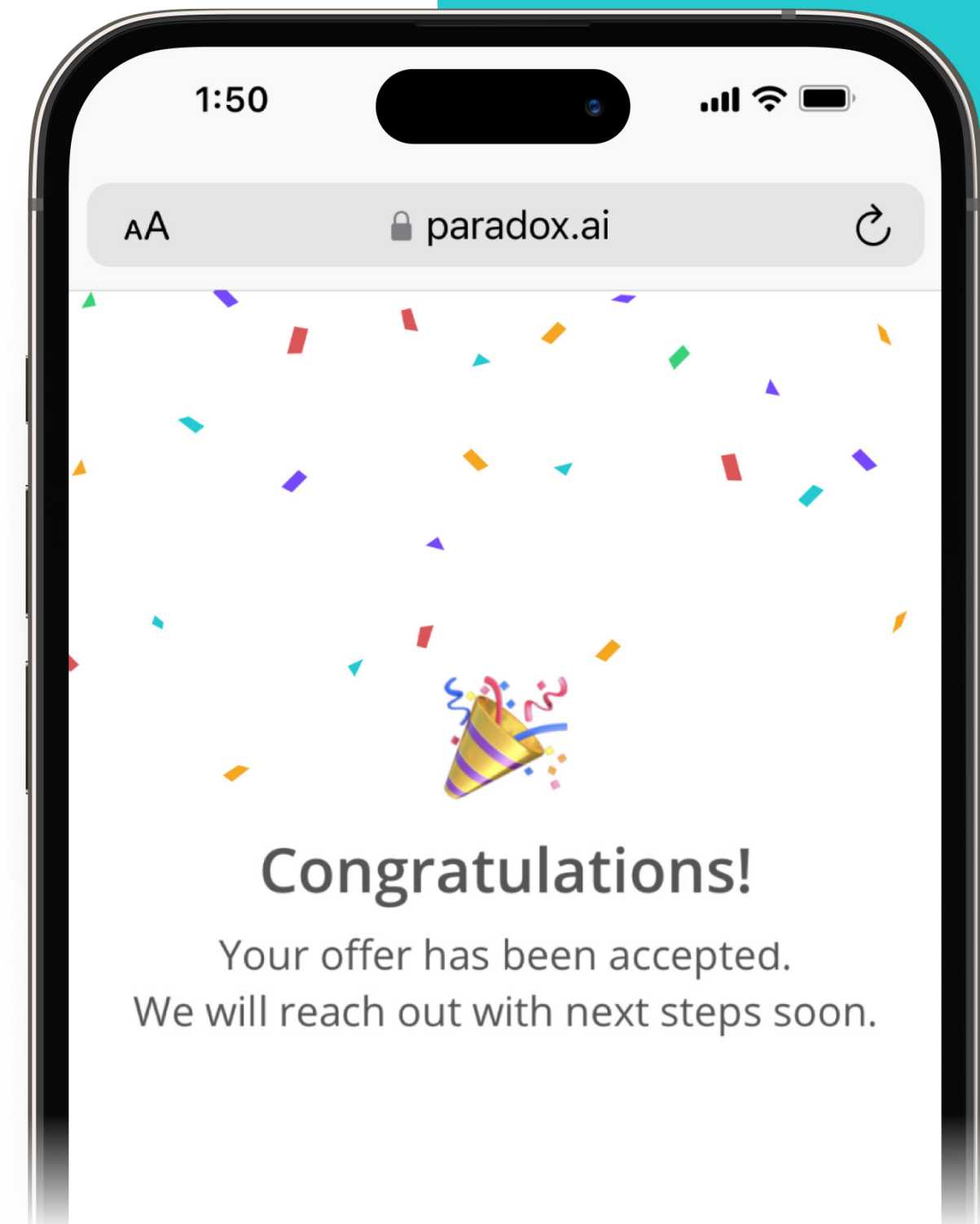
With AI, up to 60% of the corporate hiring process can be automated, empowering recruiters to more than double their productivity.

After sourcing candidates, recruiters can direct them to apply in a few minutes via text and they're automatically screened for minimum qualifications (this sort of workflow is hopefully getting familiar).

Typically recruiters then review the application, and the AI assistant schedules screening interviews. For candidates who pass screening, AI can then set up the applicant's interviews with the hiring managers at times that work for everyone — and helps the candidate fill out a full application. After hiring managers complete interviews and send an offer, the software automatically takes care of collecting onboarding and background-check information.

Recruiters still do their important, high-touch, human work. They just have lots more time to do it.

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Congratulations!
Your offer has been accepted.
We will reach out with next steps soon.

PARADOX

If you're ready to revolutionize hiring, we'd love to talk.

Paradox is building the world's leading conversational recruiting software to drive automation with a human touch. Serving global clients like CVS Health and General Motors with hiring needs across high-volume hourly and high-skilled professional roles, Paradox's conversational assistant Olivia does the work talent teams don't have time for — streamlining tasks like screening, interview scheduling, and more through fast, easy, mobile-first interactions.

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