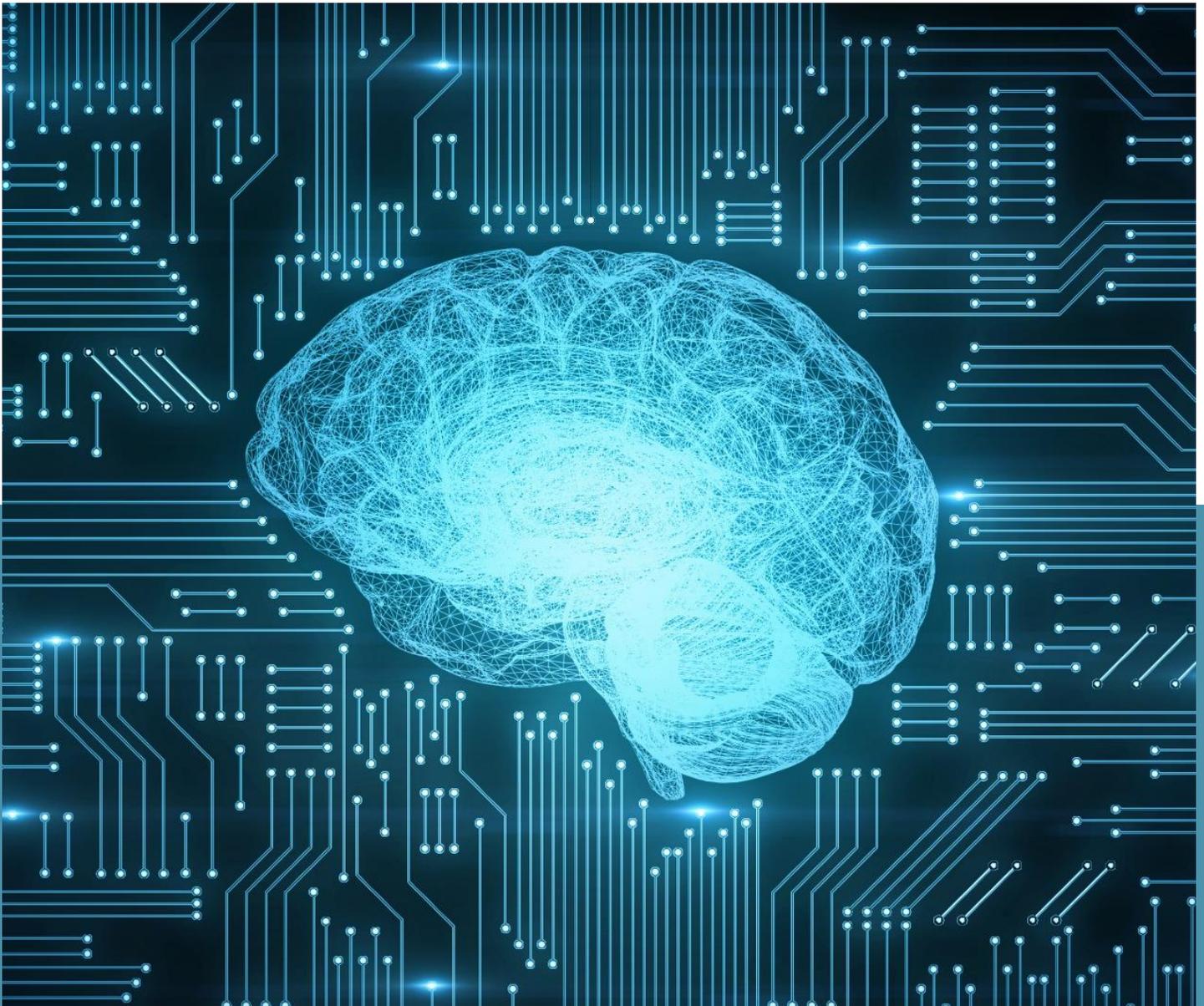


The Robots are Hiring

Artificial Intelligence in the Hiring Process:
What enterprises need to know to lower costs, increase efficiency,
and improve their talent pipeline using artificial intelligence



About the Company



Peterson Technology Partners

Park Ridge, IL

[Peterson Technology Partners \(PTP\)](#) has been Chicago's premier Information Technology (IT) staffing, consulting, and recruiting firm for over 22+ years.

Named after Chicago's historic Peterson Avenue, PTP has built its reputation by developing lasting relationships, leading digital transformation, and inspiring technical innovation throughout Chicagoland.

Based in Park Ridge, IL, PTP's 250+ employees have a narrow focus on a single market (Chicago) and expertise in 4 innovative technical areas;

- Artificial Intelligence/Machine Learning/Data Science
- Robotics/Robotic Process Automation (RPA)
- Cyber/Data/Information Security
- DevOps/DevSecOps

[PTP](#) exists to ensure that all of our partners (clients and candidates alike) make the best hiring and career decisions.



Peterson Technology Partners



ptechpartners.com



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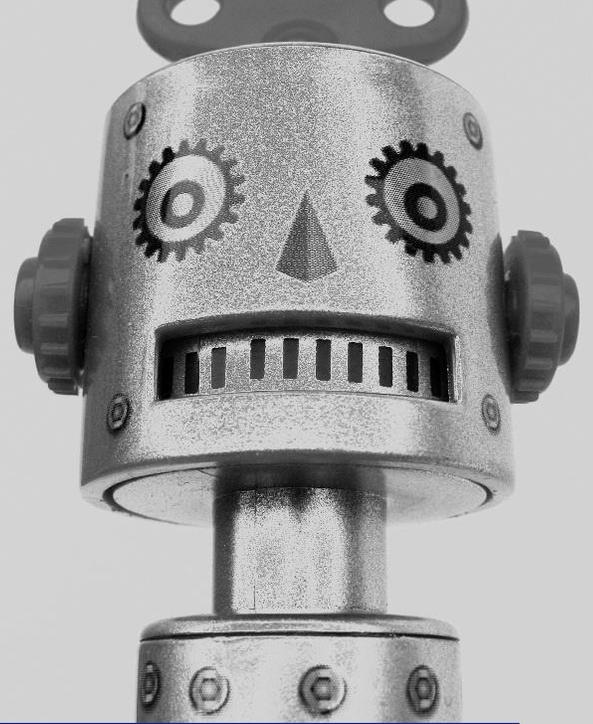
[@ptpchicago](https://twitter.com/ptpchicago)

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1

Introduction

Introduction

Artificial Intelligence (AI) is providing exorbitant amounts of promises in a wide range of fields.

From procurement to marketing to software development, no industry is invulnerable to AI. Especially not human resources and *definitely* not the process of hiring and recruitment.

As has historically been the case regarding “disruptive” technologies, the efficacy of their promises remains to be seen. Which of these AI claims are honest, and which are mere hype?

That’s what, throughout the last year, we set out to determine for ourselves.

Over the course of 2019, we hand-tested nearly 30 AI-powered apps, tools, and platforms for hiring.

Our goal was to separate the useful from the useless, the truth from the fiction, and the honest from the hype. Our hands-on research resulted in a wealth of findings.

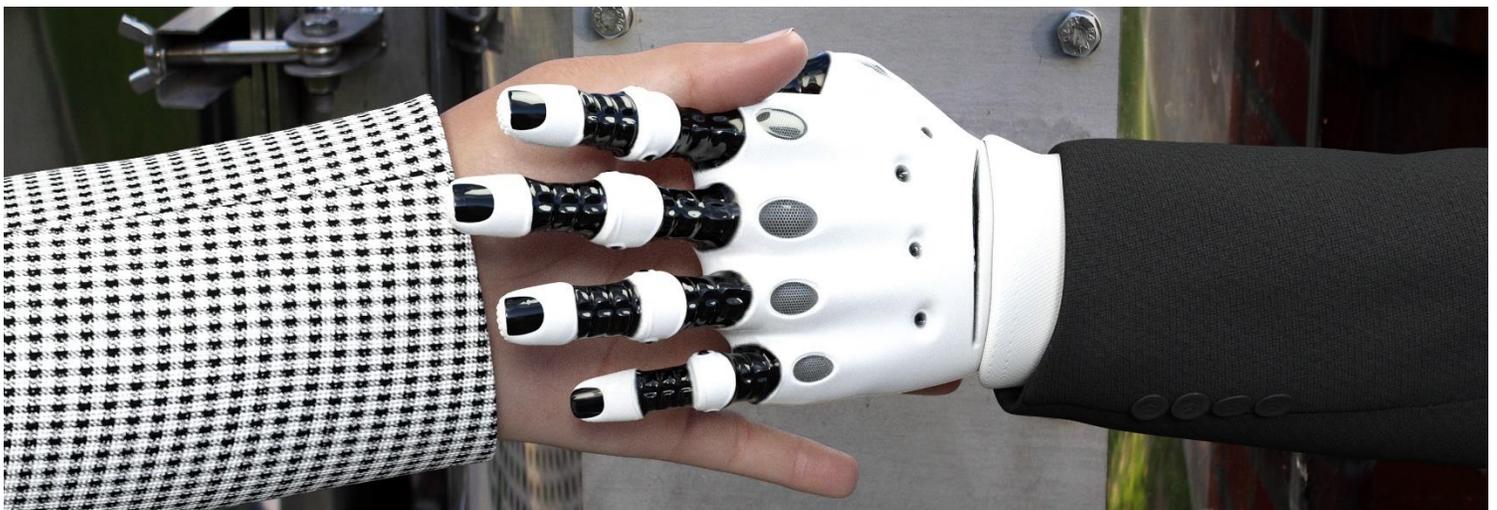
We learned that no true end-to-end AI hiring platform currently exists.

Many tools claiming to use AI, in fact, don’t. And we learned that, with the *right* tools and expectations, AI can; increase efficiency, cut costs, save time, and improve the entire hiring process...

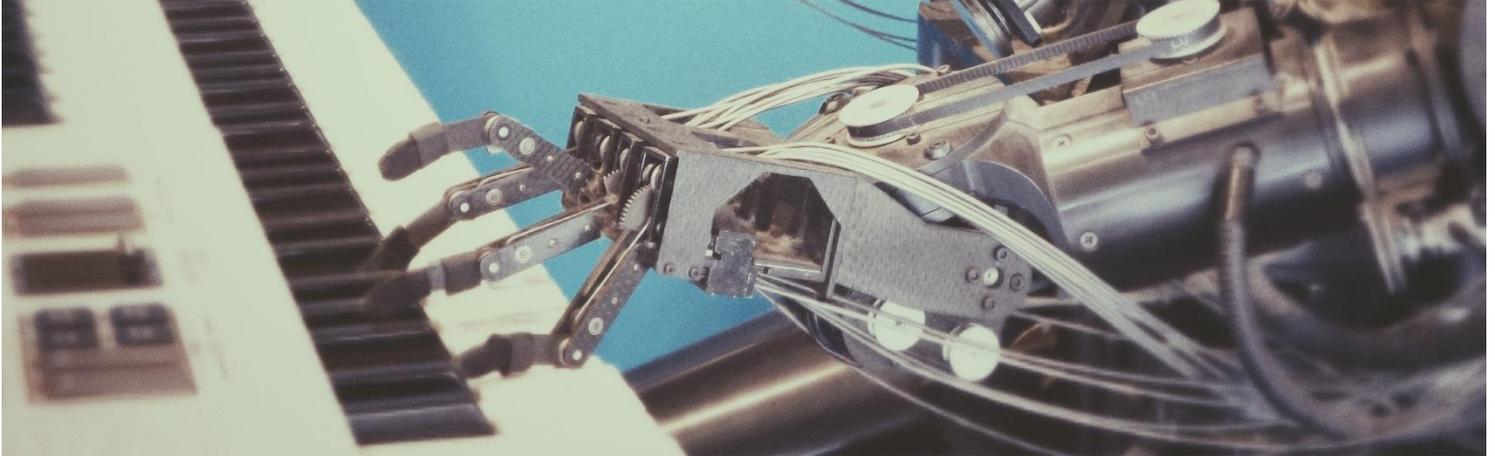
but only when AI is used to *augment* people rather than *replace* them.

This guide to AI in Hiring is designed to help you choose the *best* AI tools for your business...

Regardless of what business that is.



Sourcing



The Real-World Problem:

Finding information about a candidate used to be a larger challenge.

Details were scarce, vague, and often carefully constructed by the candidate themselves.

Today, information is readily available and highly specific, yet scattered and spread across platforms.

The AI Solution:

AI sourcing tools and platforms aim to scour the web for information about a candidate, combine and cross-reference the information.

It's then aims to provide an easy to understand, unified, and accurate depiction of the candidate.

Case Study:

[HireTual](#) is a platform we used that compiles candidate information from over 37 sources (LinkedIn, Facebook, GitHub, Google, Twitter, etc.).

It then uses AI to connect the sources, people, and relationships. This holistic profile summary is easy to understand while providing access to the more detailed information.

What To Look For:

- Where is the tool getting its information from?
- How does it stay current both with new platforms and changes to current ones?
- How does it confirm the accuracy of the information it displays?
- How is AI actually used to improve the results?

Sourcing

HireTual

The screenshot displays the HireTual interface for a candidate named Geoffrey H. The interface includes a navigation sidebar on the left with options like 'Dashboard', 'Candidates', 'Sourcing', and 'Projects'. The main content area shows the candidate's profile, including their name, title 'Software Artificing Daemonologist', experience '6-8 years', and location 'Berkeley, California'. A bio states: 'I am a passionate generalist software developer that has worked primarily as a full-stack backend engineer. Have experience with many backend platform...'. Below the bio are contact details: phone '511-650-****', email '****@gmail.com', and social media links for LinkedIn, Twitter, Facebook, and GitHub. A 'Find work emails' button is also present. On the right, an 'Insights' panel provides various metrics: 'Availability' (Low to High), 'Average Market Value' (Base 172K, 86K to 258K), 'Expertise' (System engineer 99%, Devops 95%), 'Academia Impact' (Citation 49.12%, 146, Impact 0.10%, 6), and 'Github Performance' (Java, C#, CSS, Shell, JavaScript with star ratings).

<https://hiretual.com/features/sourcing/>

Skillate

The screenshot shows the Skillate interface, which is a dashboard for managing recruitment. The top navigation bar includes 'JOBS', 'CANDIDATES', 'REPORTS', and 'SETTINGS'. The main dashboard displays a table of job listings with columns for 'JOB', 'STATUS', 'ADDED', 'SHORTLISTED', 'ON HOLD', 'OFFERED', and 'REJECTED'. The table lists several roles: 'Product Manager Bangalore + 23 Days', 'Frontend Developer Bangalore + 12 Days', 'Content Writer Bangalore + 45 Days', and 'Backend Developer Bangalore + 1 Day'. To the right, there is a sidebar showing a list of candidate profiles, each with a name, title, and location. The interface is surrounded by various icons representing different aspects of recruitment, such as a gear, a magnifying glass, a globe, a person, and a network diagram.

<https://www.skillate.com/product>



Chapter 03

Technical Assessment

The Real-World Problem:

Candidates exaggerate, and at times even lie about, their technical skills.

Of course, developers use Google, Stack Overflow, and other resources to solve problems, but a base-level of technical knowledge is required to truly be successful.

Technical assessments aim to determine this true level of foundational knowledge.

The AI Solution:

Assessments test and measure everything from basic coding skills to complex problem-solving abilities. AI looks to more accurately analyze the results, improve the challenges themselves, and monitor the test-taker.

Case Study:

[Mettl](#) is one of the assessment systems we used to test candidates.

It uses AI to monitor candidates, while they complete challenges, for signs of cheating such as using additional devices, looking off-screen, or others entering the room.

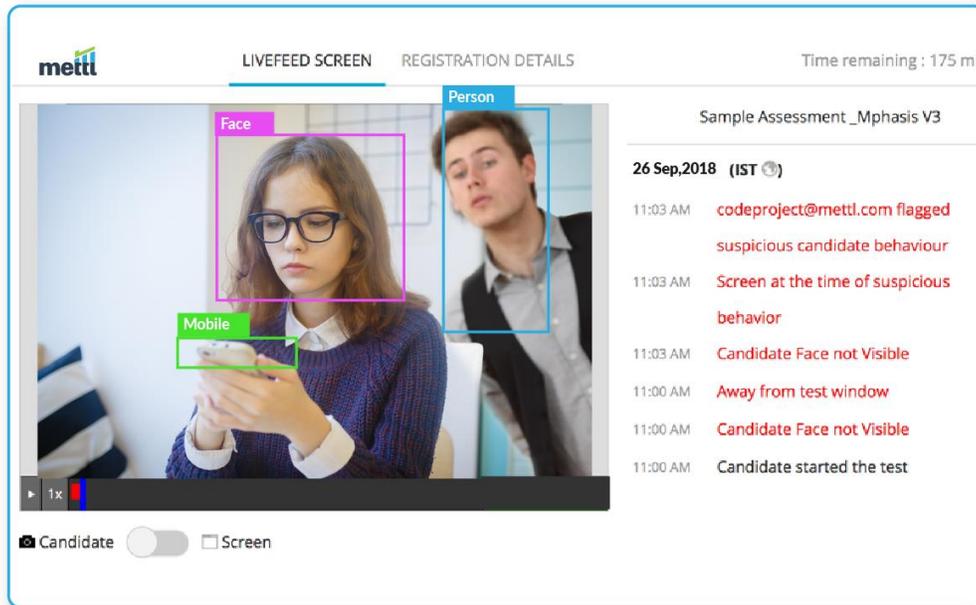
What To Look For:

- How does the AI monitor for possible cheating?
- Does it watch for eyes moving off screen, another person entering screen, etc.?
- How often are challenges updated and why?
- Do they monitor the web for leaked tests? Adapt the test difficulty based on results? Etc.

Technical Assessment

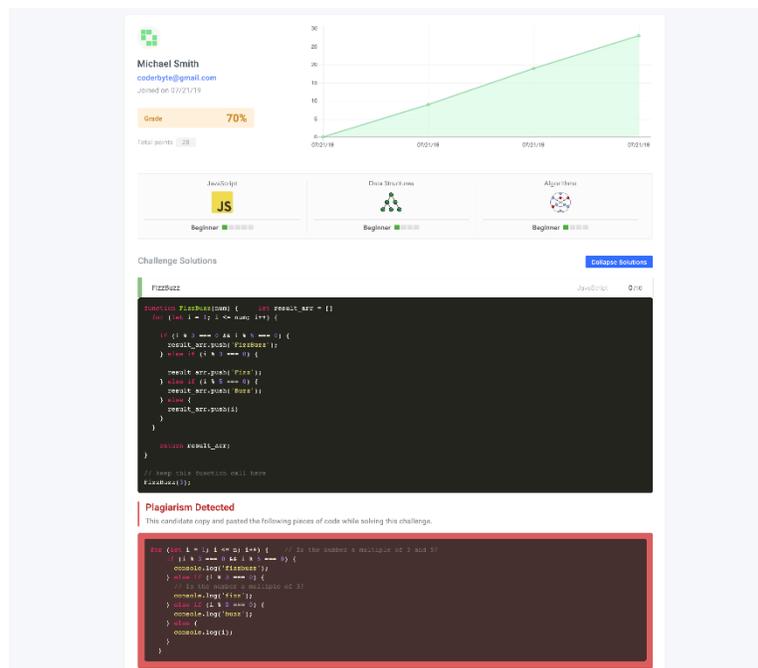
Chapter 03

Mettl



<https://mettl.com/en/coding-tests/coding-platform-features>

Coderbyte



<https://help.coderbyte.com/knowledge/how-does-plagiarism-detection-work>

Interviewing

The Real-World Problem:

Will this person work well with the rest of the team? Are they collaborative or directive? Are they the “best fit” for the your unique company culture?

The AI Solution:

AI screening and personality assessments use facial recognition to analyze a candidates psychology based on expressions, tone, posture, and other non-verbal ques.

Case Study:

We believe that personality assessment is a task best suited for people. Tools we tried, such as [HireVue](#), may add some insight but are far from a reliable replacement for human judgement.

Most outside experts seem to agree, as was highlighted in this recent article from [The Washington Post](#).

However, if your company insists on using AI to analyze personality...

What To Look For:

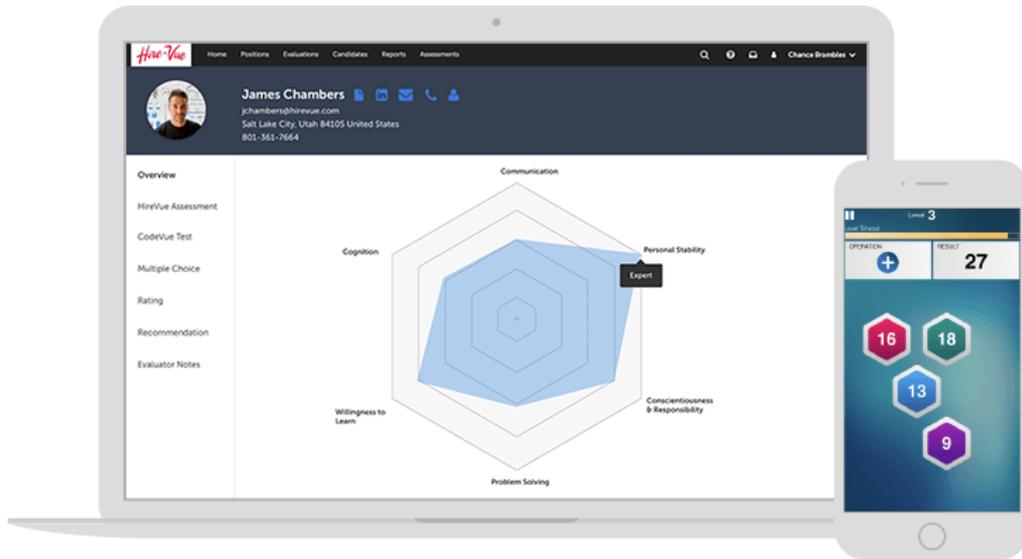
- Do you have specific, accurate, quantifiable measurements regarding your team culture?
- If so, do you have similar measurements showing what personality traits have worked well in the past?
- Is the AI using personality scores obtained from other teams, companies, or sources?
- Is your team willing and able to *ignore* an AI personality suggestion knowing it's so prone to error?



Interviewing

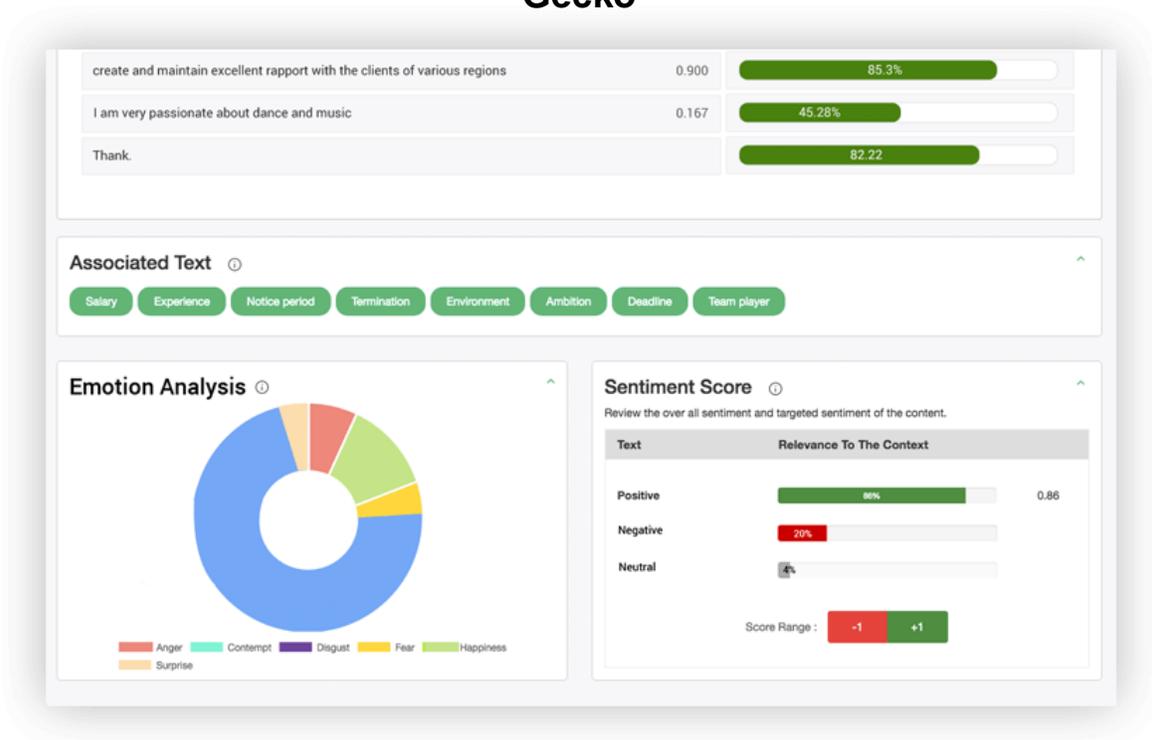
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HireVue



<https://www.hirevue.com/products/hirevue-platform>

Gecko



<https://gecko.ai/>



Chapter 05

Ranking

The Real-World Problem:

One quick search for “developer” on a site like LinkedIn shows that there’s no shortage of programmers these days.

The problem is no longer the *quantity* of I.T. talent but the *quality*.

Today, anyone can learn to code and earn a variety of credentials. Because of this, properly ranking candidates is more important than ever.

The AI Solution:

Many AI platforms that source and assess candidates attempt to rank them as well. Candidates are given an initial score then the AI tracks their progress. It then *learns* what factors were more or less valuable based on who’s hired, who’s not, how long, etc.

Case Study:

Some platforms we tested, such as [CCViZ](#), use AI to learn your specific company’s needs. They then rank candidates not only using a global average, or some subjective score, but against what it learns about your specific jobs and roles.

What To Look For:

- Does the AI have a large database of candidates that it’s successfully ranked in the past?
- Does it learn based *only* on your hires or on a global database?
- How user-friendly is the ranking system? Is it easy for you to see how your candidates compare?
- Are you able to view *all* candidates including those ranked low?

Ranking

Chapter 05

CVVIZ

All Phone Screened Shared Shortlisted Interviewed Job Offered Joined

All Resumes 16 Manual Upload 1 Web 1 Discovered 8 Vendors 1

Search: Search Candidates ex. Java Develop

<input type="checkbox"/>	File Name	Phone	Email	Grade	Skill Match	Status	Added
<input type="checkbox"/>				A	<div style="width: 10%;"></div>	Shared	Oct 18th 18
<input type="checkbox"/>				B+	<div style="width: 20%;"></div>	Shared	Oct 18th 18
<input type="checkbox"/>				B+	<div style="width: 30%;"></div>	New	Nov 13th 18
<input type="checkbox"/>				B+	<div style="width: 40%;"></div>	New	Oct 18th 18
<input type="checkbox"/>				C	<div style="width: 50%;"></div>	New	Oct 18th 18
<input type="checkbox"/>				E	<div style="width: 60%;"></div>	New	Nov 22nd 18

<https://cvviz.com/product/resume-screening/>

Gecko

Search candidates 9 results

Origin Average rating

	NAME / COMPANY	JOBS	STAGE	AVG. RATING
<input type="checkbox"/>	Mica Bloom Food & Beverage, Delaney Mckinney, Cafe...	Account executive	TIMING	3.5 <div style="width: 70%;"></div>
<input type="checkbox"/>	Stefanie Kim Nitro Inc, NeighborhoodCities, PlasticPod...	Account executive	HIRED	3.5 <div style="width: 70%;"></div>
<input type="checkbox"/>	Marcos Gaeta Cactus Inc, Souther Cross Corporation, Tru...	Account executive	FUTURE HIRE	3.5 <div style="width: 70%;"></div>
<input type="checkbox"/>	Kiran Dhillon Baird & Warner, Lakeshore Financial Grou...	Account executive	POSITION CLOSED	3.3 <div style="width: 60%;"></div>
<input type="checkbox"/>	Alicia Garibaldi CouponGroups, Chilindo, AmTrust Mobile...	Account executive	FUTURE HIRE	3.3 <div style="width: 60%;"></div>

<https://gecko.ai/>

Engagement

The Real-World Problem:

The administrative aspect of the hiring process tends to be the most tedious, time-consuming, and overlooked step.

Both the hiring manager and the candidate have questions, need to schedule appointments, fill out paperwork, etc.

A great onboarding experience reduces turnover but costs time.

The AI Solution:

These administrative tasks, completed by chatbots, may be the best possible use for AI in hiring.

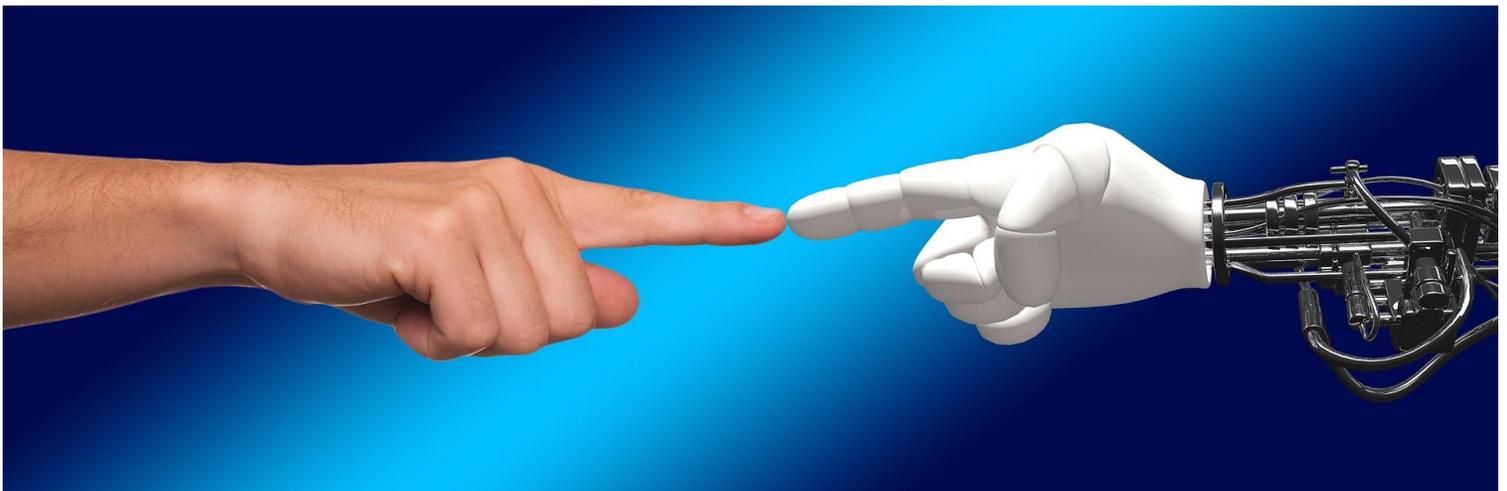
AI bots are available 24/7, can answer questions, schedule appointments, and more, using natural language processing (NLP)

Case Study:

Some tools we tested, such as [Olivia](#) (by Paradox) and [Mya](#), focus primarily on engagement with the candidate. Others, like [Workable](#), provided a more complete platform by integrating with social media platforms (e.g. Facebook), messenger apps, email providers, and calendars.

What To Look For:

- What communication services does it integrate with? (e.g. Text, Email, Facebook Messenger, WhatsApp, etc.)
- Does the bot *learn* and adapt to frequently asked questions? Or does it only provide pre-programmed responses?
- How does it learn from, and adapt to, less common questions?
- Is it customizable or static?



Engagement

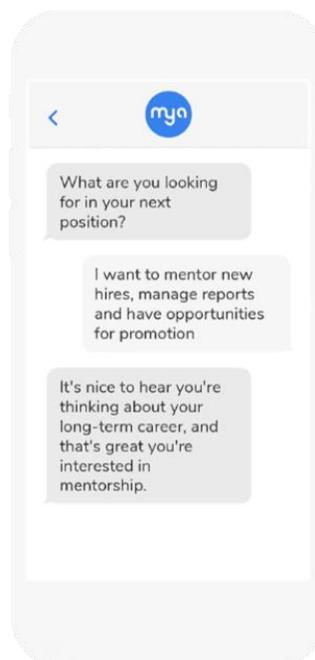
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Paradox

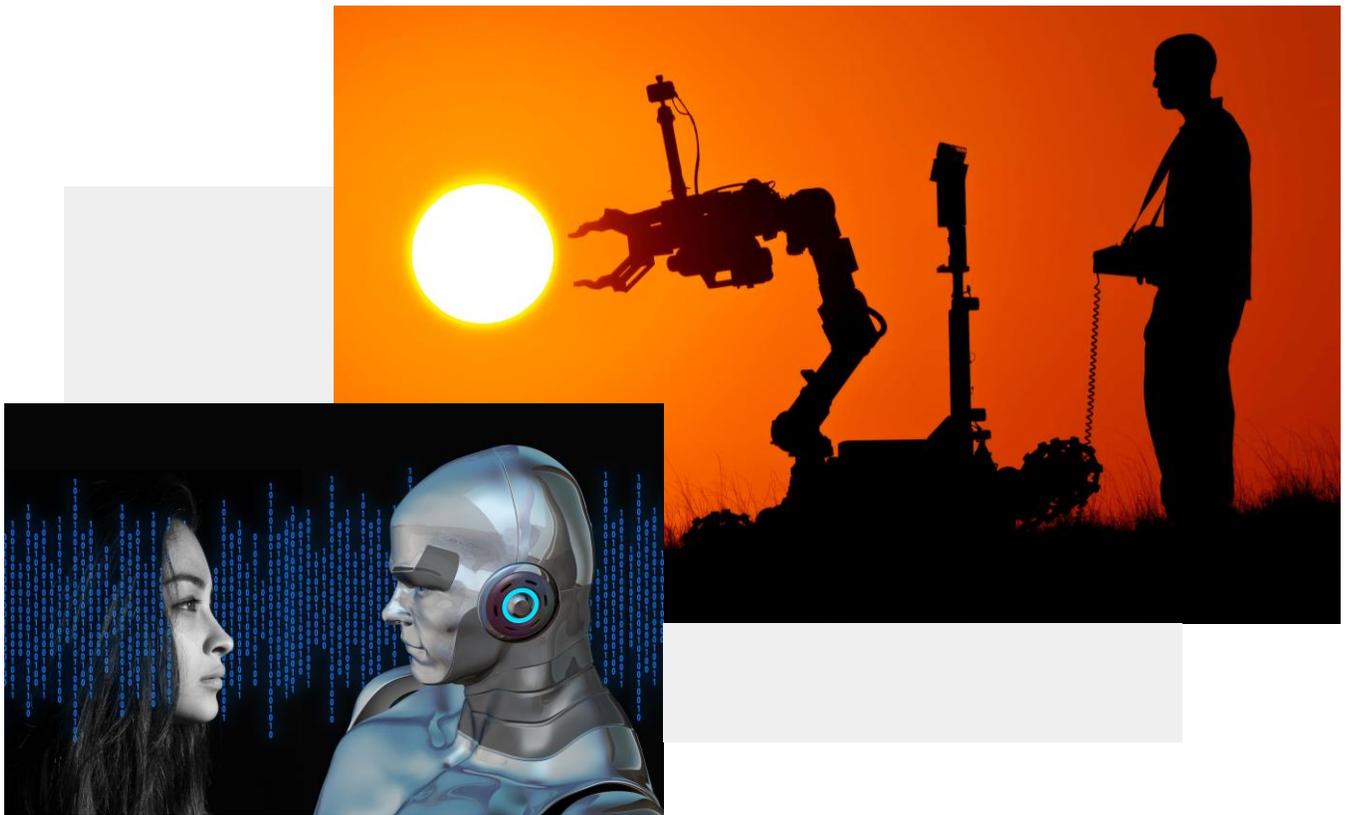


<https://www.paradox.ai/product.html>

Mya



<https://www.mya.com/meetmya/>



Conclusion

Artificial Intelligence is best suited to augment, rather than replace, real people.

AI can solve *some* specific problems and optimize *select* tasks extremely well...

but it's certainly no silver-bullet

When deciding which AI hiring tools your enterprise should adopt, and those you should avoid, patience and due diligence are key. The problem you're looking to solve must be clearly defined so that a single, targeted tool can be found to provide the solution.

At Peterson Technology Partners we tried, tested, and used nearly 30 AI hiring tools to help us provide Chicago the best-in-class IT talent. For more information about the platforms we tested, or about the staff augmentation services we provide, please contact us at:

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