

en communication skills.

2. Your on-screen presence - the ability to record an effective 1-3 minute Loom feature while

long with t	.
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as — choose 1 persona to prepare for.

Sample Personas:

uggling with tracking follow-ups

- Agency Manager managing remote recruiters and async updates
- Talent Acquisition Specialist needs to check real-time status/progress of all their candidates and jobs that they are working on

recruiter (from the list given)

2. Talk about one Recruit CRM feature that can solve a real problem they face

w it makes their job easier or faster

3. Share one interesting fact or stat about hiring or recruitment

→ Something real that shows why this feature matters

4. End with a friendly message

→ Like “Go check it out!” or “Give it a try!”

or video/audio upload (max 90 seconds)

Task B

(Part A) : Customer Scenario Email Response + AI Curiosity

Instructions (Written Task):

Choose one of the following real-world customer scenarios and respond via email
(max 250 words)

Option 1: Escalation Handling

A long-time customer is frustrated that a bug hasn't been fixed for a month.

Your email should:

edge their frustration

- Provide context or a workaround (if any)
- Reassure them about next steps

Option 2: Feature Clarification

A client misunderstood the platform's capabilities and expected a feature that doesn't exist.

Your email should:

understanding respectfully

- Suggest an alternate workflow
- Maintain a proactive, friendly tone



Option 3: Onboarding Follow-Up

You onboarded a new user last week.

Your email should:

ey're facing any blockers

- Suggest a tip or hidden feature based on their role
- Offer to help in a friendly, proactive tone

B: AI Curiosity

At the end of your email response, answer one of the following (in 2–3 sentences):

plus about when it comes to AI in customer
service?

OR

2. Name a tool or feature (like ChatGPT, Gmail Smart Reply, etc.) that uses AI.
What do you like/dislike about it?

OR

3. If Recruit CRM gave you an “AI buddy” on Day 1, what tasks would you ask it
to help with?



NOTE: For any queries reach out to sarvesh@recruitcrm.io