IMIS Intelligent Multimedia Interview System

VERINT INTELLIGENT INTERVIEWING

OBJECTIVE

1. Increase recruitment quality, speed and volume at lower cost.
2. Improve employee retention by hiring best match candidates.
3. Expand candidate pool.
4. Gain valuable insights through dashboards, measure recruitment success and identify areas for improvement.
5. Improve recruitment efficiency using AI/ML to quickly identify the most qualified candidates.

DOMAIN AREA & SCOPE

The Domain Area is in field of human resources, specifically in recruitment and interview process. The Scope includes candidate evaluation, virtual interviewing, predictive analysis, reporting and analytics. It might also integrate with other HR system such as ATS and HRIS.

How Verint Intelligence Interviewing works?

COMPONENTS

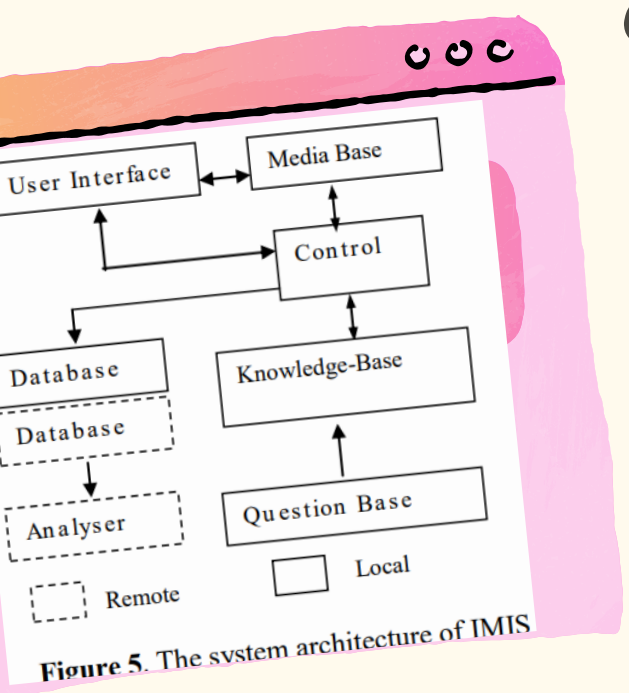


Figure 5. The system architecture of IMIS

1. Knowledge base

Store the information about the recruitment process, candidate evaluation and industry-specific insights (Domain Specific Assessments) by the experts. There are also interview questions and the language skills evaluation skills for Virtual Interview and Proficiency Testing.

2. Inference engine

Perform Predictive Analysis and decision making to identify qualified candidates based on domain skills, communication skills, experience and so on. There is also voice/ video recording, speech analytics, NLP, ML algorithms for a better prediction.

3. User interface

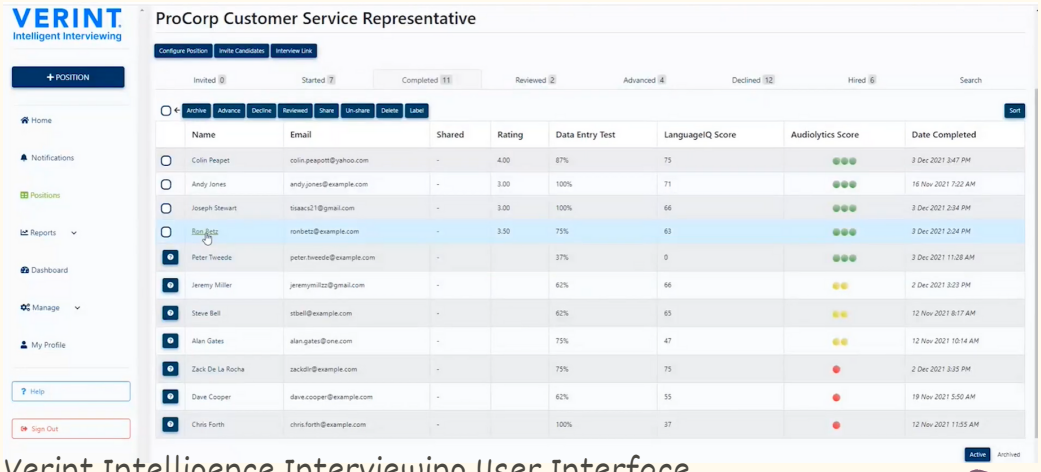
The HR can interact with the system, input information about candidates, review each section of process for each candidate, then check for the recommendations from the system.

4. Explanation facility

The system provides insights into how it arrived at its recommendations or decisions, for examples, the recommendation may base on the thresholds of data entry, LanguageIQ and domain quiz, the HR can view the result to understand the reasoning behind the system choices.

5. Knowledge Acquisition System

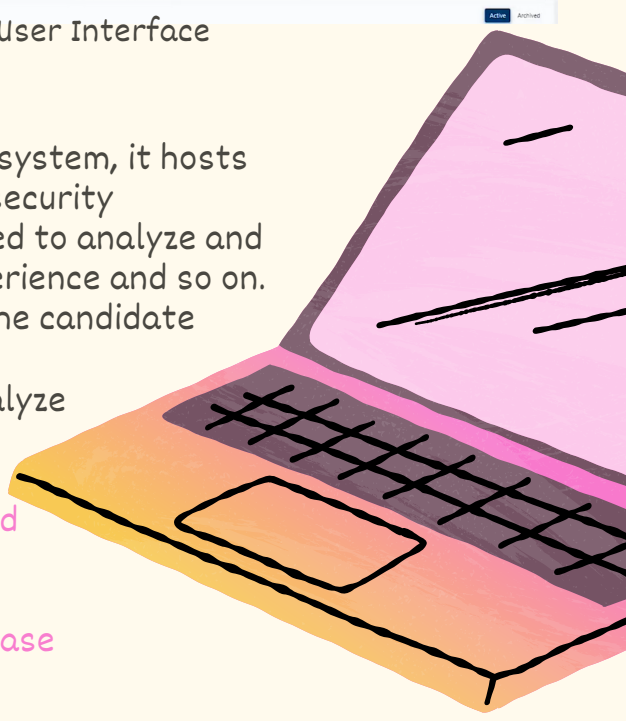
allows for the system to learn and adapt over time, as new information or best practices are discovered and added to the knowledge base.

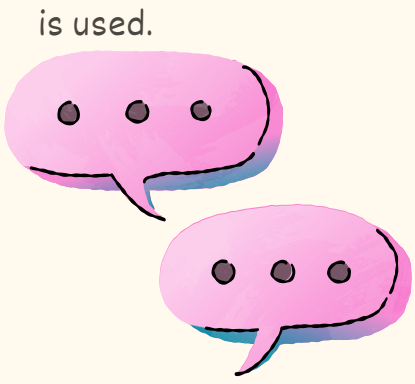


Verint Intelligence Interviewing User Interface

SOFTWARE & HARDWARE

- As Verint Intelligent Interviewing is a web-based expert system, it hosts on cloud-based servers for accessibility, scalability and security
- AI/ ML Algorithm Software (Predictive Analytics) also used to analyze and identify the qualified candidates based on the skills, experience and so on.
- Speech Recognition software is used to recognize what the candidate speaks in the virtual interview (Voice/ Video)
- Natural Language Processing (NLP) also being used to analyze the candidate responses and provide insights on their communication skills, language proficiency and so on
- To records to video/ audio data from interviews, video and audio recording tools are used for future analysis and evaluation.
- To store all the data and information, cloud-based database is used.





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WAYS TO ENHANCE IMIS

1. Integrate with the chatbot. By implementing chatbot in the Intelligent Interviewing System, we can provide a more interactive and personalized experience to the candidates.
2. Allow Customization to meet the specific need of the company. For example, companies can adjust the system parameters on their site.
3. It is good if there is multilingual support, but not only English. This can help in evaluating candidates from different regions and improve the company's global visibility.
4. As Verint Intelligent Interviewing is web-based, it is also better to have mobile compatibility such as mobile app, but not the web browser only. As nowadays phone in more used in daily life, having mobile compatibility will improve accessibility and convenience for both the candidates and the HR team

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WID2001 Knowledge Representation and Reasoning