Milestone 1 Document ↗

Software Engineering Project
Team 35

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Identification of Users

01
Primary Users

Recruiters / HR Managers

- Resume screening and shortlisting
- Coordinate Interviews and communication

Job Applicants / Candidates

- Apply to jobs
- Complete screening
- Await updates & decisions

02
Secondary Users

Hiring Managers / Interviewer

- Review shortlisted candidates
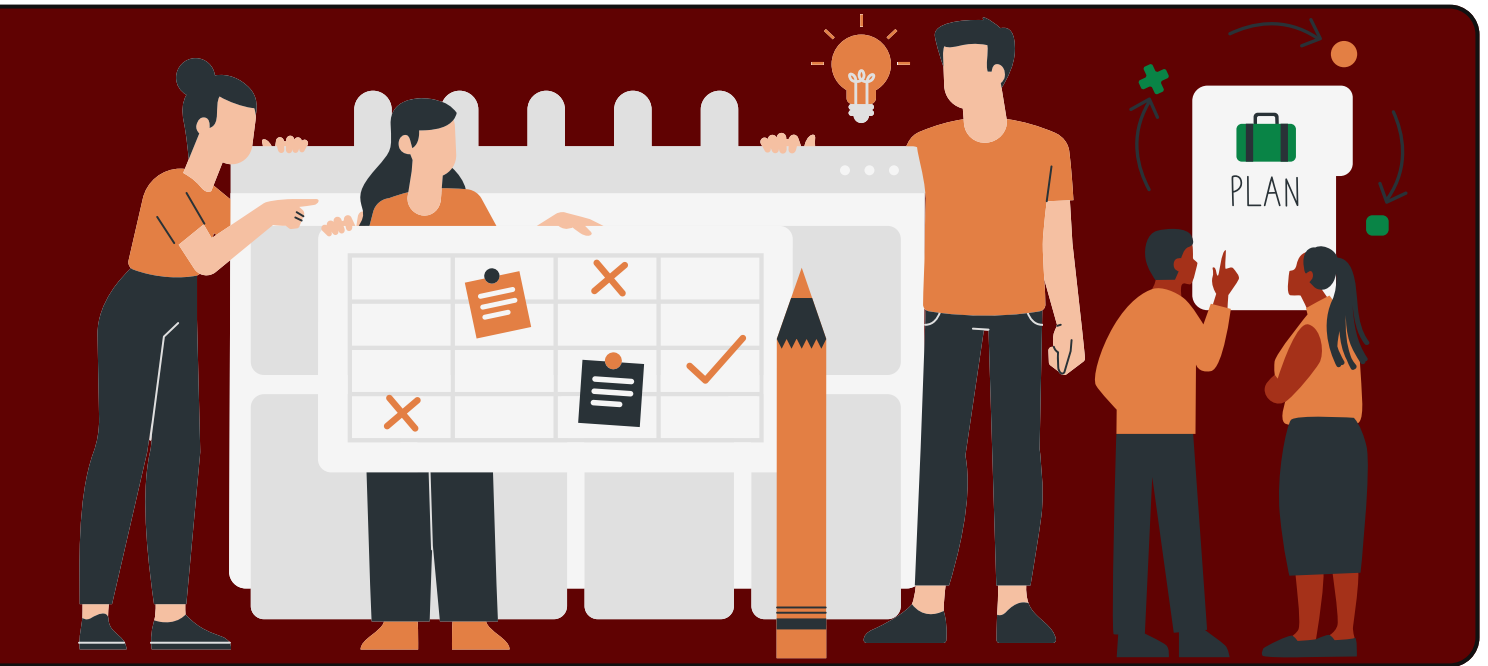- Conduct interviews, and provide feedback

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03
Tertiary Users

HR Leadership / Business Leaders

- Track time-to-hire, cost-per-hire, quality-of-hire; not directly involved in candidate interactions.

User Research

→ Objective

To understand real-world challenges faced by recruiters, hiring managers, and job seekers in the hiring process.

→ Sampling Plan

2-3

1-2

2

Recruiters/HR Managers

Hiring Managers/ Panelists

Candidates (Job seekers)

Interview Insights

Discussions were open-ended (10–15 minutes) to identify pain points, workflows, and inefficiencies.

HR: Resume screening is manual; Coordination between multiple interviewers causes delays;

Hiring Managers: Feedback from panelists is scattered, delaying decisions.

Candidates: Lack of timely status updates; repetitive and unclear screening processes;

The pain points consistently highlight **communication gaps and manual bottlenecks** across the hiring lifecycle.
These insights directly shaped the **feature prioritization** for implementation, ensuring the tool complements rather than replaces existing HR systems.

Interview Proof

All interview recordings are consolidated in the shared drive below:
Drive Link of all interviews

User Stories

US-1: Resume–JD Matching

As a recruiter, I want to upload a job description and multiple resumes and automatically receive a ranked shortlist of the top 10 candidates within 2 minutes, so that I can quickly focus on the most relevant profiles without missing qualified applicants.

US-2: Explainable Match View

As a recruiter, I want to see a clear explanation for each candidate's match score (skills, experience, and missing criteria), so that I can confidently justify shortlisting decisions to the hiring manager.

US-3: Candidate Screening

As a recruiter, I want candidates to complete a short structured screening form (5–7 minutes) that is automatically scored using a predefined rubric, so that I can easily identify top candidates for the next round.

US-4: Feedback Summary

As a hiring manager, I want to see a one-page summary of panel feedback that highlights strengths, weaknesses, and a hire/no-hire suggestion within 30 seconds of all feedback being submitted, so that I can make faster and better-informed hiring decisions.

US-5: Candidate Status Tracker

As a candidate, I want to view my application status (Received → Screening → Interview → Decision) updated within 24 hours of each stage, so that I feel informed and respected throughout the process.

Note: Each user story will be validated in later milestones using measurable acceptance criteria such as execution time (e.g., top-10 resumes within 120 s), scoring accuracy, and timely status updates.

Chatbot User Stories

CH-1: Interview Guide Generator

As a recruiter, I want to ask the chatbot for an interview guide for a given JD (and optionally a candidate), so that I get a structured question set with scoring rubrics in one page.

CH-2: Feedback Summarizer

As a hiring manager, I want to paste panel notes into the chatbot and get a concise summary with strengths, risks, and hire/no-hire suggestion in <30 seconds, so that I can make quicker decisions.

CH-3: JD Drafting via Chat

As a hiring manager, I want to describe the role in plain language and have the chatbot generate a draft JD (title, responsibilities, must-have skills) in under 30 seconds, so that I can publish a clean JD faster.

CH-4: Recruiter Copilot - "Why this candidate?"

As a recruiter, I want to ask the chatbot why a specific candidate ranked highly and get a 10-second explanation (matched skills, experience highlights, gaps), so that I can quickly justify shortlist decisions.

CH-5: Candidate Status & Q&A

As a candidate, I want to ask the chatbot "What's my status?" and receive the current stage + next expected step and timeline instantly, so that I stay informed without emails.

Note: Each user story will be validated in later milestones using measurable acceptance criteria such as execution time (e.g., top-10 resumes within 120 s), scoring accuracy, and timely status updates.