Goal: One of the major opportunities for improvement with the interviewing timeline is the aggregation of notes taken during the interview. Per Selvana, “employees take forever to submit assessments, which is just a review or summary of the interview”. One potential solution is utilizing an AI transcriber to “sit in” on meetings and record what the interviewer says. The goal of this is to research some AI notetaking services that would be (1) efficient in recording dialogue in meetings and (2) aligns with key considerations important to BBBSEM.

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| **In order to assess the implementation of one of these “AI Bots” (also referred to as *AI Meeting Assistants*), let’s see how they’re used in industry and interviews specifically.**  AI has becomes all the rage for companies and organizations in the United States. Products like ChatGPT have showed the world, and thus executives, how AI can be used to automate processes and simple tasks – including notetaking. According to Forbes, 46% of businesses utilize AI services (like ChatGPT) to write internal communications and 97% of business owners believe that AI can help there business (1). Basically, companies are confident in the future utilization of AI services and are already using them for internal and external communications.  With regards to recapping meetings, existing communication services like Zoom and Google already have options for transcribing speech from a meeting in text, *providing that the meeting is recorded with everyone’s permission*.  For Zoom and Google, this may require using a business/education/enterprise license with recording enabled. Following the meeting’s conclusion, the transcript would be sent to the person who scheduled the meeting. (2)  Is this being used in interviews? Could the “permission” aspect cause any issues?  Alright, so first of all, in MA, you *always* need to make someone aware if you’re recording them – either their video or audio. If BBBSEM is recording Zoom interviews, they *have* to tell the other party at the beginning of the conversation. It’s safe to say that the use of AI chatbots to transcribe dialogue would be treated similarly – BBBSEM would have to ask permission from the other party to record *and* use AI to write down meeting notes.  Note: Right now, the permission part of chatbots is *not* written into law, although it can be argued using the MA wiretapping laws described above. With that being said, states like Illinois are beginning to create regulations related to the use of AI in the interviewing process. MA does not have similar laws at the moment, but it’s important to consider in the future. (3)(4)  So is this being used in interviews?  Likely. Executives and people in companies already utilize AI Meeting Assistants to take notes during internal communications and meetings. While there is no data that would tell us prevalence in industry, the combination for an interviewer’s need to take notes and the availability of these notetakers could represent an interesting opportunity.  **Key Takeaway:** Companies already use AI in many cases, including in the transcribing of meeting minutes or dialogue. A big question moving forward is whether or not companies would need to ask for consent to utilize AI notetakers in the interviewing process, in a similar notion as recording a Zoom meeting. AI Notetakers represent a great opportunity to speed up the interview note-taking process should it be received well by potential interviewers. |

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| **Now that we understand the utilization of these AI Bots, let’s figure out the key considerations for a services used by BBBSEM.**  BBBSEM is a 501(c)(3) non-profit organization with a focus on providing a network of “bigs” and “littles” to provide youths with mentors.  Here are some key points of focus for BBBSEM when choosing *any* product:   * Price   + How much does the service cost? Are there any that might be less expensive for this type of organization? What does the financial transparency aspect look like? * Security   + BBBSEM has a *big* emphasis on ensuring the security of information for both the members and interviewers – it’s safe to assume that this emphasis on security would also apply to meeting/interview notes. Zoom uses Advanced Encryption Standard (per Zoom Website) to ensure the security of the meetings and the links associated – any potential note-taking services would have to ensure similar degrees of security with regards to the storage and taking of sensitive information. (Or similar to current note taking method). * Ease to Integrate   + The function for this note-taking AI would be to record information taken from the interview and store it in some site – whether it be on the interviewer’s computer, Salesforce, Acuity, or another software. The ability to transfer these meeting notes to that site would be important. |

**Finally, given these considerations, we should look into some potential options for BBBSEM.**

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| A blue and white logo  Description automatically generated  **Zoom AI Companion** | **Description:** Functionalities include drafting emails and chat messages, summarizing meetings and chat threads, brainstorming creatively and much more  **Price:** No additional cost if you pay for a license  Side Note: BBBSEM *should* qualify for Zoom’s non-profit discount, which I’ve heard mixed reviews about (partnership with Techsoup comes with admin. Fees that supposedly make up difference equivalent to discount)  **Security:** Consistent with video security  **Ease of Integration:** Best – especially paired with videos recorded  **Note:** All of this is contingent on BBBSEM paying for an account (which is assumed bc if not, interviews have to be <40 min), AND recording the interviews already). |
| **Otter.ai** | **Price:**    **Security:** Standard TLS Encryption and AES-256 Encryption  **Ease of Integration:** Easy to integrate with Zoom, Google Suite, Slack, iOS, and Android |
| InfluxData  **Fireflies** | **Price:**    **Security:** SOC 2 TYPE 2 & GDPR COMPLIANT, AWS Server Mgmt Security and AES-256 Encryption  **Ease of Integration:** Great – integrates with Zoom, Google Suite, Microsoft Teams, Dropbox, Salesforce, Slack, Skype, and more |

*Way to present: Have the icon/logo on the left slide and then 3 sliders going from 1-10*

**Try out Zoom AI companion – look into who gets access to it later**

**Any with alternative pricing structures?**

**Draft Slide**

Sources:

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