

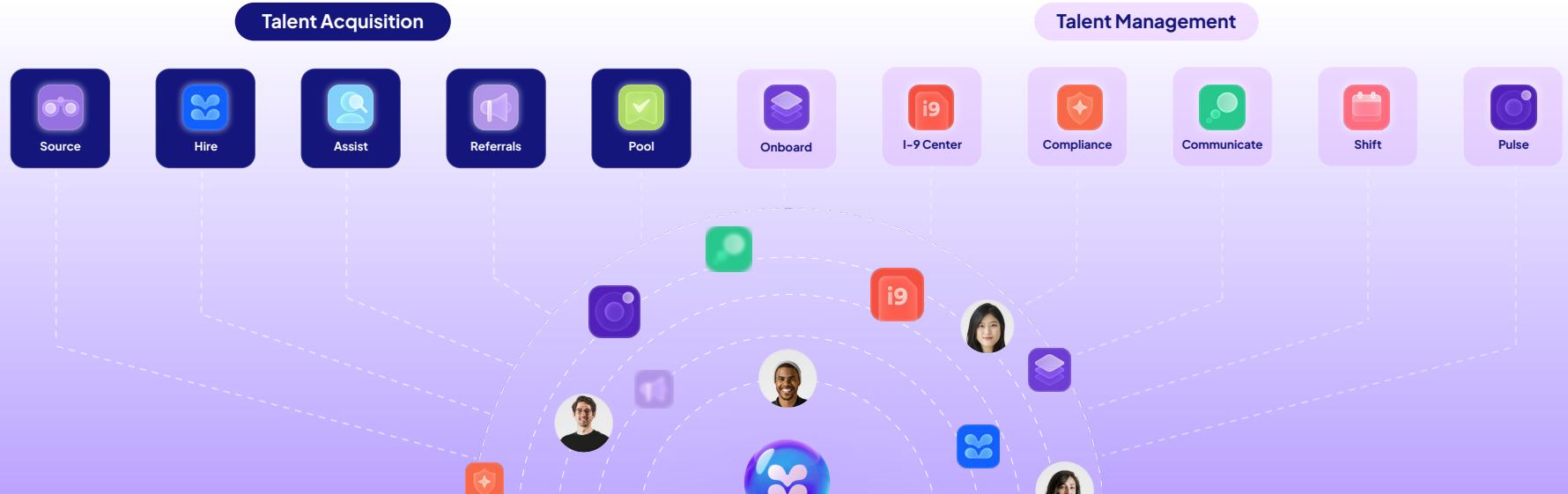
# ACME Co. / Fountain



Leveraging Agentic AI to support ACME Co. stores worldwide



# The Agent-first OS that moves your frontline faster, smarter, nonstop.



# Frontline OS

A modular, intelligent and automated Operating System built for the frontline.

## Talent Acquisition

## Application Layer

## Talent Management



Source



Hire



AI Recruiter



Assist



Referrals



I-9 Center



Pool



Onboard



Compliance



Shift



Communicate



Pulse

## Automation Layer

PROCESS DRIVEN



Integration Center



Automation Center



Notification Center

## Intelligence Layer



Analytics & BI



Talent Data Management



Data Infrastructure

## Agentic Layer

OUTCOME DRIVEN

### Copilot



Setup

Operate

Support

Optimize

### Agent Studio



Create custom agents and prompts, select and test the right LLMs to derive business-specific outcomes.

### Security & Compliance



# Staffing new Cashiers.

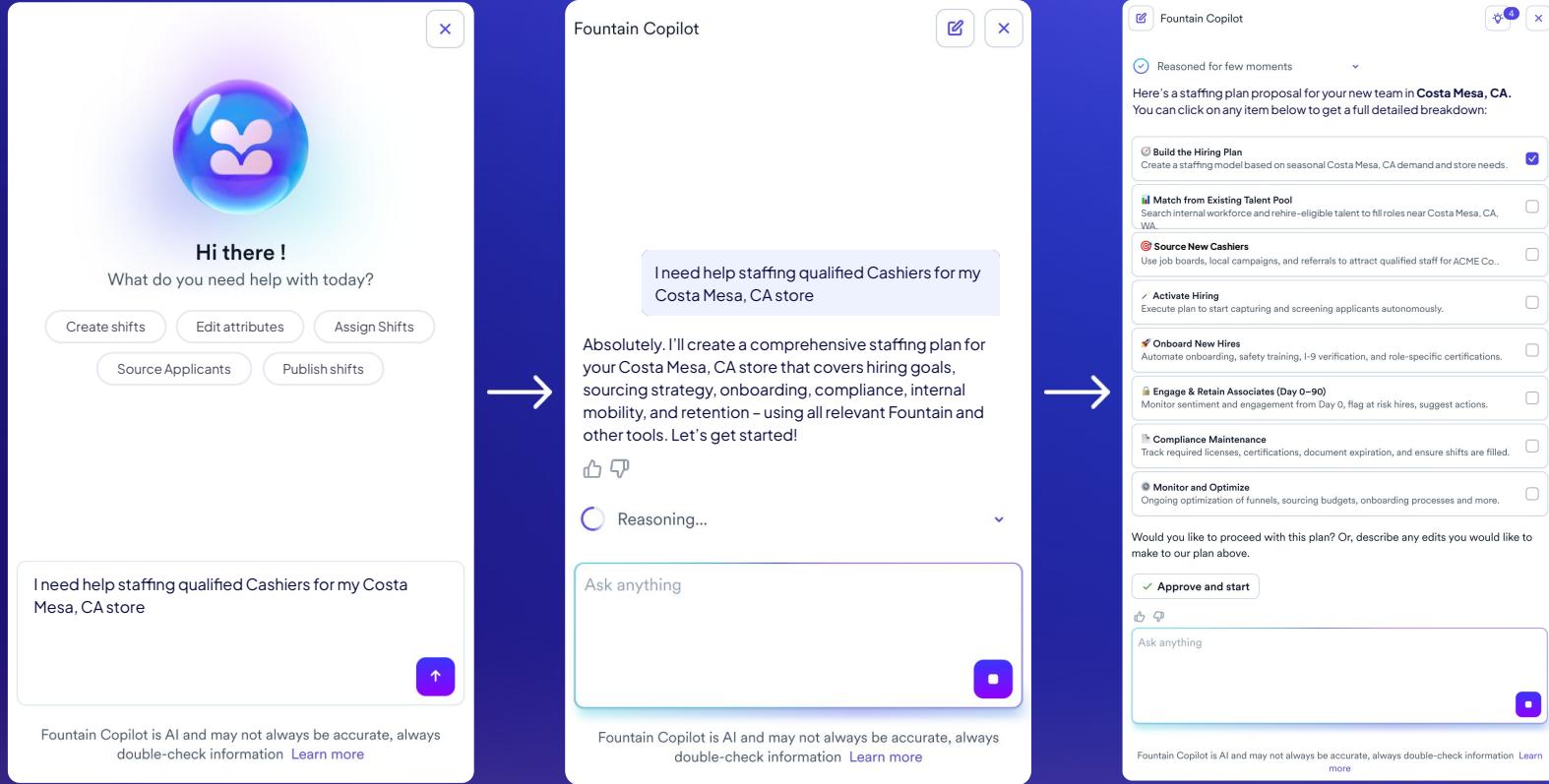
Informed by business signals from your applications, Copilot activates the agents needed to execute hiring, onboarding, and retention — **automatically, and at scale**.

I need help staffing qualified Cashiers for my Costa Mesa, CA store |



Fountain Copilot, from intent to business outcome.

# Customer-ready in hours vs. months





Reasoned for few moments

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**Engage & Retain Associates (Day 0 - 90)**

Monitor sentiment and engagement from Day 0, flag at risk hires, suggest actions.

**Compliance Maintenance**

Track required licenses, certifications, document expiration, and ensure shifts are filled.

**Monitor and Optimize**

Ongoing optimization of funnels, sourcing budgets, onboarding processes and more.

Would you like to proceed with this plan? Or, describe any edits you would like to make to our plan above.

**Approve and start**

Ask anything

## Build the Hiring Plan

**Hire**

- Analyze demand forecasts, seasonality and staff mix from nearby ACME Co. stores
- Suggest number of Front End Store Cashiers, Shift Supervisors, Stockers by shift
- Set hiring goals, timelines, and funnel structure based on peak periods
- Configure Costa Mesa, CA-specific workflows, applications, and compliance requirements

The screenshot shows the Fountain AI application interface. At the top, there's a navigation bar with tabs: Jobs, Applicants, Calendar, Sourcing, Analytics, Analytics (beta), and Posthire. A search bar says "Search Applicants". Below the navigation, there's a card for "ACME Co. – Lindsay & Warner – Gilbert, AZ" with a note "Hire Go enabled". A "Filter by Applicant Data" button is visible. In the main area, there's a "Hiring Goal" section with four cards: "Realistic Job Preview Data" (19), "Job Selector" (Job Selector 0), "Screening Questions Data" (0), and "Skills Assessment Data" (0). Below this, a table lists two applicants: William B Testin and Hilliard Cardis. A large modal window titled "Setup Compliance requirements" is open. It asks "First, before generating the requirements, who is this flow for?" with a dropdown set to "Seasonal workers". It then asks "Tell us what should be included in the flow" with a text input field. At the bottom of the modal, there are sections for "Analyzing your needs" and "Matching with legal". To the right of the modal, there are several checkboxes for compliance requirements: "Stuart seasonal workers", "ID card", "Fraud detection", "Auto approval", "Both sides of document", "Driver license", "Fraud detection", "Auto approval", and "Both sides of document".



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## Match from Existing Talent Pool

**Pool**

**Hire Go**

- Copilot searches existing **ACME Co.** talent pools to identify who are a strong fit based on data from the **Pool's** Unified Talent Profiles
- Filters for rehire eligibility, qualified, or previously high-performing workers
- Surfaces candidates to recruiters via **Hire** or hiring managers via **Hire Go** as pre-qualified slates
- Automates invitations with pre-filled applications and shift preferences

**Pool / Talent**

**Retail Associate / AZ**

Conditions:  
when position match is greater than 60% for **Retail Associate** and home address state contains AZ

Worker	Applicant	Prospect	Match
267	0	0	80%

267 results

Name	Location	Open Rate	Click Rate	Last Interaction	Type	Match
Kiley Frid	Apache Junction, AZ	33%	0%	Aug 28, 2025 12:00 PM	Worker	89.2% Match
Kellia Mulcaster	Chandler, AZ	33%	0%	Aug 28, 2025 12:00 PM	Worker	89.2% Match
Silas Body	Gilbert, AZ	33%	0%	Aug 28, 2025 12:00 PM	Worker	89.2% Match
Lucinda Wickenden	Phoenix, AZ	33%	0%	Aug 28, 2025 12:01 PM	Worker	89.2% Match
Dulciana Beatens	Phoenix, AZ	33%	0%	Aug 28, 2025 12:00 PM	Worker	89.2% Match

Import View audience Create audience  Send campaign Edit Clear

08/29/2025 AND  Retail Associate Type a value and press enter... + AND  Retail Associate EPL - Service Team Member TD Synnex - Warehouse Control Systems Specialist

group (OR)

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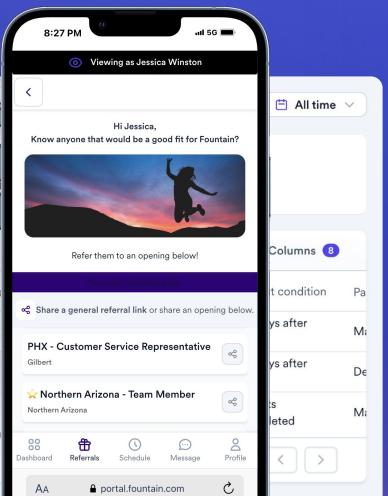
 **Source**

 **Referrals**

 **Assist**

- Once internal matching is exhausted, Copilot recommends the best performing external sourcing channels
- Create optimized sourcing campaigns across job boards, SMS, and paid channels using **data to deliver the optimal number of candidates**
- Enable **Fountain Referrals** to activate trusted workers as brand ambassadors

 <b>Referrals / Incentives</b>			
		Search	Recurring report
0	<b>\$270.00 €100.00</b> BONUS OWED	\$40.00 BONUS PAID	0 INELIGIBLE
3 referrals			
<input type="checkbox"/> Incentive recipient name    Referring worker name    Referring worker email    Referred applicant name			
<input type="checkbox"/>	Marv Quenell	Marv Quenell	colm.applicant+mquenell5y4d@gmail.com
<input type="checkbox"/>	Col Carter	Col Carter	colman.carter@fountain.com
<input type="checkbox"/>	Thorsten Bristoe	Thorsten Bristoe	colm.applicant+tbristoe0nuf@gmail.com





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## Activate Hiring

**AI Recruiter**

**Hire**

**Hire Go**

- Applicants from **ACME Co.** careers sites are funneled into **Hire** where they are screened, assessed, and scored using automation and **AI Recruiter**
- Qualified candidates can **self-schedule live interviews** via bi-directional calendar sync
- Notify Managers using **Hire Go** to quickly review and extend offers
- Offer Letter is sent, new hires can sign via mobile and begin their pre-boarding immediately



**Hire Go**

Dashboard

Openings

Applicants

Availability

Users

Settings

Hire Go > Dashboard

Welcome back, Sarah 🙌

Here are your action items and upcoming interviews

**Select interview hosts (0)**

The following active openings do not have an interview host or assigned interview host has no availability

Nothing to worry about. All your active openings have interview hosts.

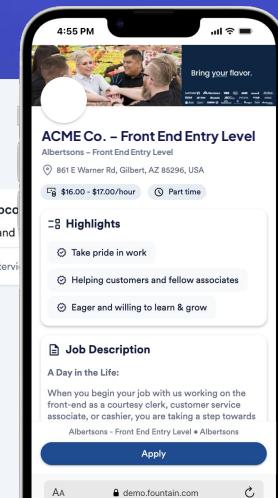
**Review and advance (0)**

Review applicants, evaluate their qualifications, and advance them to the next stage

No applicants yet. Time to dust off that 'Now Hiring' sign!

**Watch and advance (0)**

Watch and evaluate recorded applicant interviews in order to advance them to the next stage





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## AI Recruiter

**ACME Co.** applicants can opt to speak with the Fountain AI Recruiter, which automatically screens candidates through live conversational interviews and real-time scoring, identifying the most qualified candidates to save time for Recruiters and reduce drop-off.

**View Interview Report**

William B Testin · 13 minutes ago  
will+btestin@fountain.com, +1 425 894 9345

**Assessment**

4 · Good

William is a strong fit, meeting all requirements with no significant risks. He demonstrates relevant experience, guest service, and communication skills. He has a positive attitude and is a good fit for the role.

- Direct hotel front desk experience, including check-in/out and payment handling.
- Proactive guest service orientation, anticipating needs and resolving complaints.
- Demonstrates discretion and professionalism in sensitive guest interactions.
- Occasionally verbose and less concise in responses, which could impact communication efficiency.
- Did not provide highly detailed technical steps for payment processing, though general understanding is clear.

QUALIFICATION	RATING	COMMENTS
[Must have] Previous hotel front-desk experience: Worked as a hotel front desk clerk or receptionist (performed guest check-in/check-out)	Yes	Candidate described
[Must have] Guest service orientation: Demonstrated examples of proactively addressing guest needs and resolving complaints	Yes	Candidate gave clear,

10:08 PM **ACME Co. - Job Title**  
AI Interview

Our AI Recruiter will guide you through a series of questions to better understand your qualifications.

Once completed, our team will review your responses and follow up with next steps shortly.

We're excited to learn more about you—good luck!

**Welcome, William**

Thanks for your interest in the role and welcome to your fast-track interview. You'll hear from the team shortly after completing your 5 minute interview.

Call +1 628 257 3123

Please call from the same device provided in your application.

OR

Complete interview



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Ask anything

## Onboard New Hires



**Onboard**



**I-9 Center**



**Compliance**

- Builds a Costa Mesa, CA-specific **Onboard** flow with all required docs & training
- Includes mobile first **I-9** and **W-4** completion with remote authorized rep verification and E-verify support
- Configures required licenses, certifications, and regional compliance steps via **Fountain Compliance**
- Tracks onboarding progress and sends automated reminders to the new hires providing a “gentle nudge” towards completing their onboarding

The screenshot displays three mobile application interfaces for onboarding new hires:

- Onboard**: Shows a list of tasks for an employee named Meghan Dinkle, including "Read Company Code of Conduct", "Watch CEO Welcome message", "Sign your Offer Letter", and "Complete I-9 form".
- I-9 Center**: Shows the e-verify status as "Pending" and a progress bar indicating the I-9 has been submitted to the IRS.
- Compliance**: Shows a task list for Jessica Winston, including "Welcome to the MI" and "I-9 Verification (Hire)".

A mobile phone screen showing the Fountain app interface. The top status bar shows "5:47 PM" and "Viewing as Jessica Winston". The main screen displays a "Welcome Jessica" message and a "Your task list" section with a progress bar at 8.3% completed. Tasks listed include "Welcome to the MI" and "I-9 Verification (Hire), both marked as "In progress".



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## Engage & Retain (Day 0–90)



**Onboard**

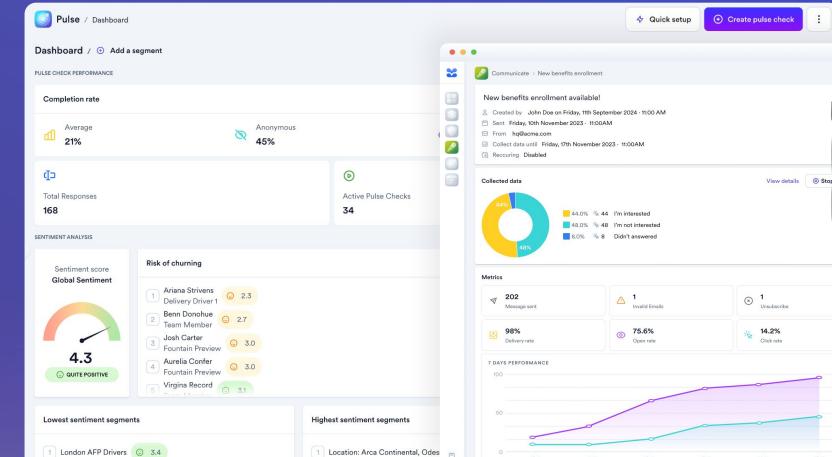


**Pulse**



**Communicate**

- Creates a worker engagement journey: **Fountain Pulse** automatically surveys at key milestones (Day 1, 10, 30, 60)
- Uses **Fountain Communicate** to segment and message new hires based on role, feedback, or behavior providing touch points throughout the process
- Flags new hires at risk for churn to provide intervention and tracks engagement patterns over time and overall sentiment



5:53 PM Viewing as Jessica Winston

WELCOME TO YOUR FIRST DAY EXPERIENCE SURVEY 3 OF 3

New benefits enrollment available

- Created by John Doe on Friday, 14 September 2024 - 11:00 AM
- Sent Friday, 14 September 2024 - 11:00 AM
- From: info@fountain.com
- Collect data until Friday, 14 September 2024 - 11:00 AM
- Recurring: Disabled

Collected data

On a scale from Very Dissatisfied – Very Satisfied, how satisfied were you with the support you received from your team?

1 - Very Dissatisfied

2 - Somewhat Dissatisfied

3 - Neutral

4 - Somewhat Satisfied

5 - Very Satisfied

Submit



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## Shift, Compliance, & Audit Readiness



- Verifies that all Costa Mesa, CA-required docs, IDs, and trainings are configured
- Tracks document expiration and renewal schedules
- Provides a live compliance dashboard with audit logs and risk indicators to proactively monitor and prevent legality issues with active workforce
- Shift builds schedule based on real-time availability, location, and role fit
- Continuously monitors workforce and edits schedules as needed only needing final approval from management after quick review

The image displays three mobile device screens illustrating the Shift, Compliance, and Audit Readiness features of the Fountain Copilot app.

- Shift Overview:** Shows a list of pending requests for shifts across different locations and dates. Examples include Hermann Prosacco (Wed 20 August MST - All day), Gillie Birrell (Wed 20 August CDT - All day), Fleur Delacour (Express Driver, Thu 21 August 5:00pm - 10:00pm PDT at Hogwarts), Gillie Birrell (Warehouse Associate, Wed 27 August 3:00am - 9:00am CDT at Chicago), and Carmel Bernier (All day, Mon 01 September to Fri 05 September).
- Compliance Dashboard:** A message from Fleur Delacour asking for shift scheduling across NC fulfillment centers for the first 2 weeks of June. It lists tasks: 2 Order Pickers (Monday to Wednesday, 6am-2pm), 1 Forklift Operator (Monday 8am-4pm), 3 Loaders (Thursday to Friday, 7am-3pm), and 2 Inventory Checkers (Monday to Sunday 9am-1pm).
- Audit Readiness:** A summary of shift details for Hogwarts Express Driver at Hogwarts. It shows shifts from Aug 16 to Aug 22, including a 5-hour shift from 10:00am to 3:00pm on Aug 18 and a 5-hour shift from 7:00pm to 12:00am on Aug 19. The message indicates no breaks.



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**Approve and start**



Ask anything



## Monitor and Optimize



- **Copilot** tracks funnel health, source performance, and onboarding completion in real time.
- Suggests improvements: removing low-conversion steps, rebalancing budget, auto-adjusting workflows.
- Logs agent activity for transparency and auditability, ensuring the company has trust in AI performance.

The screenshot shows a staffing schedule for the Dallas region. The main view displays a grid of shifts for various employees across Saturday through Friday. A sidebar on the left lists tasks such as 'Build the Hiring Plan' and 'Match from Existing Talent Pool'. On the right, a summary box highlights four tasks identified by the AI:

- 2 shift conflicts or overlaps: Merge overlapping shifts on Thursday where 2 employees are double-booked.
- 6 overbooked workers: Reassign shifts for workers scheduled over 50 hours this week.
- 3 time-off violations: Remove scheduled shifts for workers with approved time-off.
- 5 low reliability assignments: Replace workers with recent no-shows on upcoming shifts.

A large green 'Approve (2)' button is visible at the bottom right of the sidebar.



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## Approve and start getting outcomes.



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**Approve and start**



Ask anything

Once you confirm the plan, Copilot activates the agents and begins executing.  
**No manual work required.**

- Hiring goals are live, and qualified candidates start flowing in
- Talent pools receive invites and fill roles faster
- External campaigns launch with optimized sourcing channels
- Onboarding and compliance workflows auto-trigger for every new hire
- New workers receive personalized messages and surveys
- Real-time dashboards track progress, drop-offs, and performance
- Copilot continuously adapts the plan to improve outcomes over time

## AGENTIC LAYER

## Agents



Setup

Operate

Support

Optimize

## Agent Studio

Create **custom agents** that Copilot can leverage to drive business outcomes.

## Security &amp; Compliance

Settings | Fountain Copilot

192,284 logs

Timestamp 4 Agent User Action type Output Status

2025-05-07 08:20am v12 Platform operator jo.Joanna.Harber Manager Create worker segment Segment rule invalid. 'Shift rating' not recognized. Fail

Filters Export

## Fountain Copilot

Your AI assistant for frontline hiring and retention. It orchestrates other agents that help you hire faster, fix issues instantly, and continuously improve your frontline workforce operations **all in one interface**.

Hi there !

What do you need help with today?

Create shifts Edit shifts Edit shifts

Assign shifts Publish shifts

Delete shifts

What are the available Shift actions?

How to use Copilot?

Can you book for next week a worker named Brooklyn Simmons, based in New York

Fountain Copilot is AI and may not always be accurate, always double-check information [Learn more](#)

## Setup Agent

**Set up in minutes, not days**

## Operator Agent

**Handle repetitive tasks and decisions automatically**

## Support Agent

**Troubleshoots problems before they reach your team**

## Optimize Agent

**Always-on performance monitoring & suggestion**