



AGENTIC AI FOR FRONTLINE WORKFORCES

From Concept to Impact

May 2025

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EXECUTIVE SUMMARY

Frontline industries—retail, healthcare, logistics, hospitality—are grappling with persistent labor instability: **high turnover, volatile scheduling, and widening skill gaps** (World Economic Forum, 2025). Traditional HR systems weren't designed for this level of complexity. As artificial intelligence (AI) evolves, a new generation of tools—Agentic AI—is emerging to meet the challenge. These systems don't just automate steps; they plan, act, and adapt autonomously in pursuit of goals (McKinsey & Company, 2025; Krishnan, 2025).

Unlike legacy automation, Agentic AI systems collaborate, reason, and self-correct. They can perform multistep tasks end-to-end—like recruiting, scheduling, and compliance—and adjust in real time, freeing HR teams to focus on strategy (Sawant, 2025).

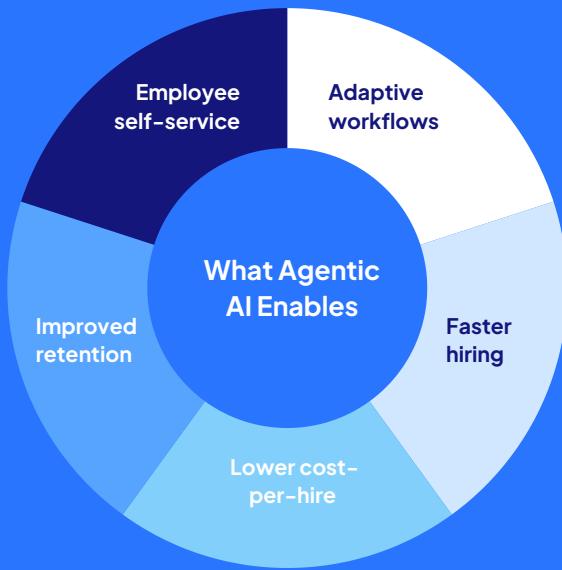
Traditional Automation vs. Agentic AI

| Traditional automation | Agentic AI |
|------------------------|---------------------------------------|
| Task-specific | Goal-driven |
| Rule-based | Adaptive |
| Requires prompts | Acts independently |
| Disconnected systems | Cross-functional orchestration |

This is not a distant future. Adoption is accelerating:

- 92% of companies plan to increase AI investment over the next 3 years (McKinsey & Company, 2025)
- 65% of CHROs plan to deploy AI in talent acquisition within 12 months (Gartner, 2024)
- 52% of enterprise leaders rank Agentic AI among their top innovation priorities (Deloitte, 2025)

And early adopters are already seeing results. In one case, a global retailer reduced time-to-hire by 35% using autonomous AI agents—without compromising compliance or candidate experience.



This white paper demystifies Agentic AI, showcasing how it is reshaping frontline workforce management through real-world use cases, supported by academic research and cross-industry data.

It provides two essential perspectives:

- A clear, research-backed explanation of Agentic AI's capabilities—and why it matters now for frontline-heavy industries.
- A tactical blueprint HR and operations leaders can use to unlock measurable improvements in hiring, compliance, and retention within 90 days.

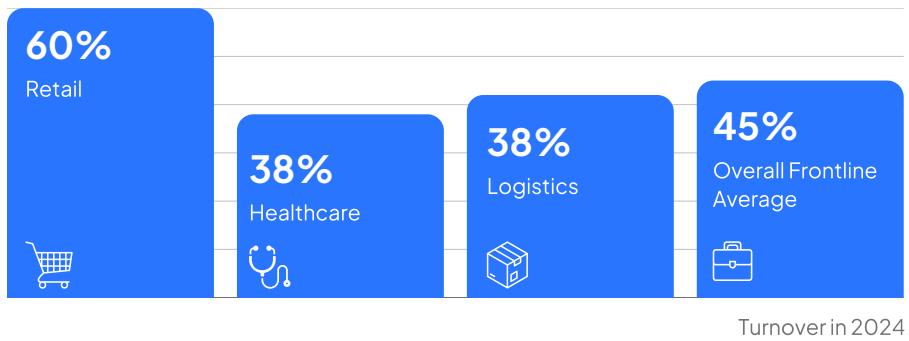
Together, these insights offer a path forward for organizations ready to move beyond AI experimentation and lead the next era of workforce transformation.

Discover how Agentic AI is redefining frontline workforce management—and how HR leaders can drive measurable results in just 90 days.

Workforce Snapshot: Turnover and Cost Challenges

For frontline employers, the labor market has become more competitive and more unpredictable. Industries such as retail, hospitality, healthcare, and logistics have seen consistent talent shortages, elevated turnover, and a steep rise in the cost and complexity of hiring.

Frontline Turnover at a Glance



According to McKinsey, 87% of employers in frontline-heavy sectors reported difficulty sourcing and retaining talent in 2023 (McKinsey & Company, 2023). Meanwhile, Beekeeper's research shows that **45% of frontline workers switched jobs in the prior year**, highlighting the ongoing volatility of this workforce (Beekeeper, 2024).

Frontline in Crisis



These dynamics have direct financial consequences. Hiring costs have doubled since 2020 due to administrative bloat, disjointed workflows, and higher drop-off rates.

Even after candidates are hired, inconsistent scheduling, insufficient onboarding, and operational inefficiencies continue to strain on-site teams. These realities have placed enormous pressure on HR leaders to find tools that can scale, adapt, and respond in real time.

The Cost of High Turnover: Hiring Expenses x2 Since 2020



Technology Primer: What Agentic AI Is and How It Works

At its core, Agentic AI is a class of artificial intelligence systems capable of **independent, goal-directed behavior**.

These aren't just smart tools that wait for instructions—they're like digital coworkers who can observe, think, act, and improve on their own.

What Makes Agentic AI Different

| Feature | Traditional Automation | Agentic AI |
|----------------------------|------------------------|-------------------------------------|
| Requires prompts | ✓ Yes | ✗ No Autonomous |
| Handles one task at a time | ✓ Yes | ✗ No Multi-step workflows |
| Context awareness | ✗ Limited | ✓ Yes Adapts to real-time inputs |
| Learns from outcomes | ✗ No | ✓ Yes Adaptive and iterative |
| Operates across systems | ✗ Rarely | ✓ Yes Orchestration |

Think of traditional automation as a power tool: it performs one task very well—such as scanning resumes or sending follow-up emails—but only when someone presses the button. On the other hand, **Agentic AI is more like a self-driving car**. Once given a destination (e.g., “fill open roles with qualified candidates”), it continuously monitors its environment, makes decisions based on new data (like traffic, weather, or detours), and adjusts its route without constant human input.

As **Spataro (2024)** explains, Agentic AI systems don't just follow workflows or generate content. They:

- **Observe** conditions in real time (e.g., how many open roles exist, which candidates have applied, who hasn't responded);
- **Interpret intent** (e.g., understanding a hiring manager's request to "find someone who can start this week");
- **Make plans** across systems (e.g., prioritize high-response channels like SMS, auto-schedule interviews, send reminders);
- **Take action** without being prompted (e.g., flagging bottlenecks, initiating reengagement outreach); and
- **Iterate** based on what happens (e.g., adjusting communication timing if no one responds to morning texts).

A Shift from Automation to Orchestration

Think of it like this: you're responsible for planning a huge concert. Traditional HR automation would require you to hire individual musicians—each excellent at their instrument—but you'd still need to orchestrate every piece.

Agentic AI, on the other hand, is like hiring a conductor who already knows the music. It listens to every section, adjusts tempo in real-time, and ensures everything works in harmony without you ever picking up a baton.

In workforce management terms:

- A **legacy system** might automate resume parsing or background checks in a vacuum.
- An **Agentic AI system** orchestrates the full hiring flow—it flags qualified applicants, schedules interviews based on recruiter availability, reschedules no-shows, and adapts outreach if engagement drops—all without manual oversight.

As **Krishnan (2025)** notes, the key distinction is temporal and task-based autonomy: traditional AI responds to prompts, but **agentic systems initiate, coordinate, and sustain activity over time**, often without being explicitly asked.

Manual vs. Agentic Hiring

| Metric | Manual Process | With Agentic AI |
|----------------------|----------------|-------------------------------------|
| Time-to-Hire | 14+ days | 6–8 days (Fountain, 2025) |
| Drop-Off Rate | ~35% avg | ↓18% |
| Recruiter Workload | 6–8 hours/hire | ↓60–70% |
| First-Year Attrition | ~30% avg | ↓25% (IBM, 2023) |

Real-World Example: From To-Do List to Assistant

Here's a practical comparison:

| Task | Traditional Automation | Agentic AI |
|-----------------------|-------------------------------------|--|
| Interview Scheduling | Sends a single email when triggered | Monitors response, follows up, escalates if no reply, reschedules automatically if a conflict arises |
| Compliance Checks | Flags missing documents | Proactively requests corrected documents, notifies the right team, and closes the loop when resolved |
| Retention Risk Alerts | Reports lagging engagement scores | Reaches out to the employee with relevant resources, alerts the manager, and proposes a 1:1 check-in |

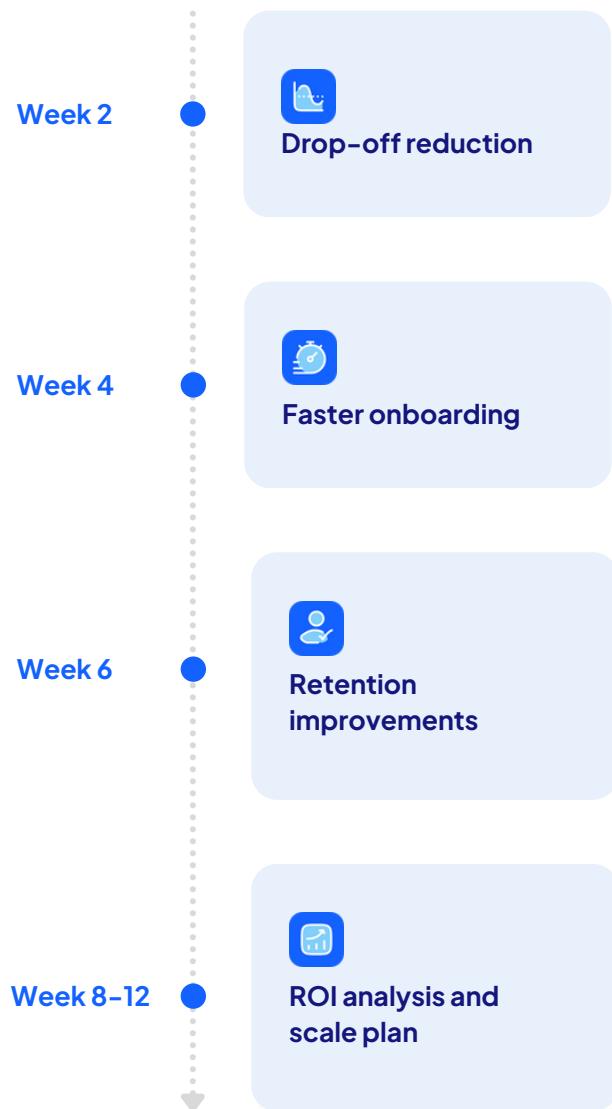


Traditional AI gives you a to-do list.
Agentic AI helps you get it done.

As Sawant (2025) emphasizes, this shift is particularly well-suited for HR environments that demand **real-time responsiveness and cross-functional flexibility**.

HR leaders aren't just dealing with one system at a time—they're managing a constellation of people, processes, and tools. **Agentic AI brings them all together.**

Agentic AI: Measurable Value in 90 Days

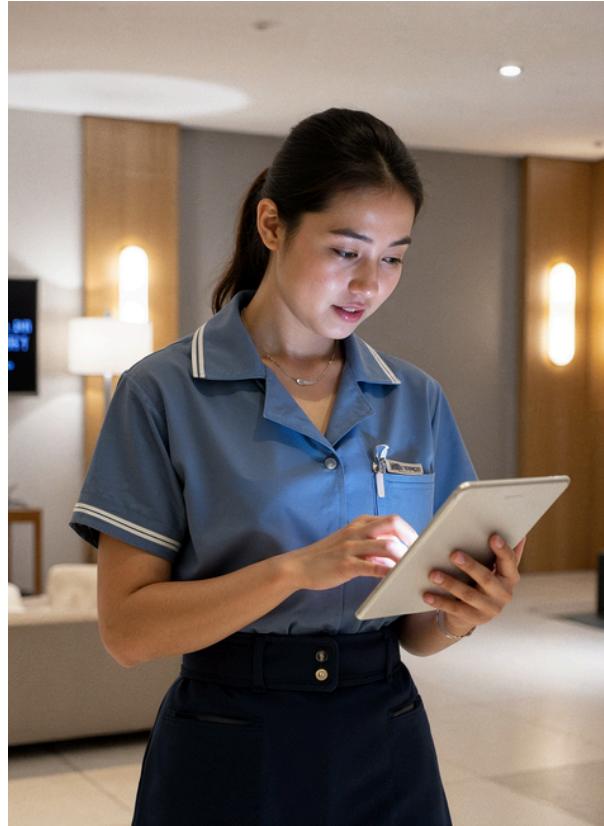


Core Capabilities in Context

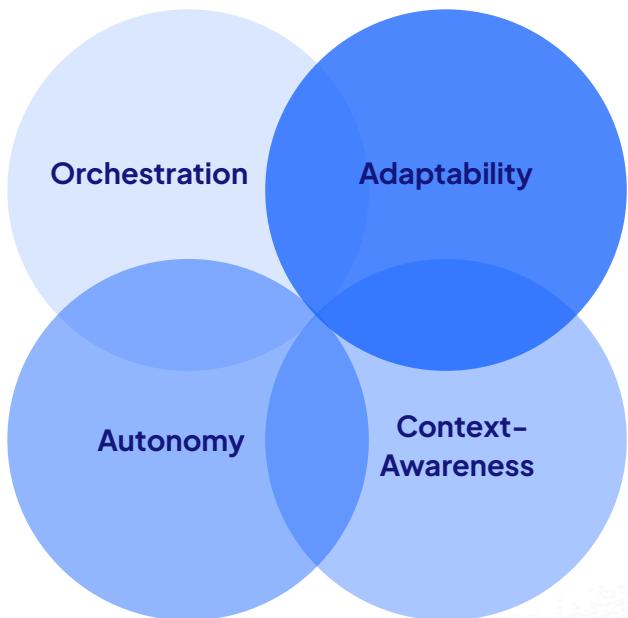
The foundational traits of Agentic AI include:

- **Autonomy:** Executes decisions without human prompts, such as automatically rescheduling interviews or escalating at-risk hires.
- **Context-Awareness:** Knows who's involved, what's been tried, and what's next (e.g., tailoring messages to fit a candidate's previous interaction).
- **Adaptability:** Learns from outcomes and adjusts workflows over time (e.g., changes its outreach cadence if weekend texts yield better results).
- **Orchestration:** Coordinates across tools and teams (e.g., syncing calendars, ATS, onboarding systems, and SMS platforms) to move workflows forward end-to-end.

As HR leaders confront complexity—from labor shortages to compliance audits—Agentic AI is not just another tool. It's an extra set of intelligent, tireless hands.



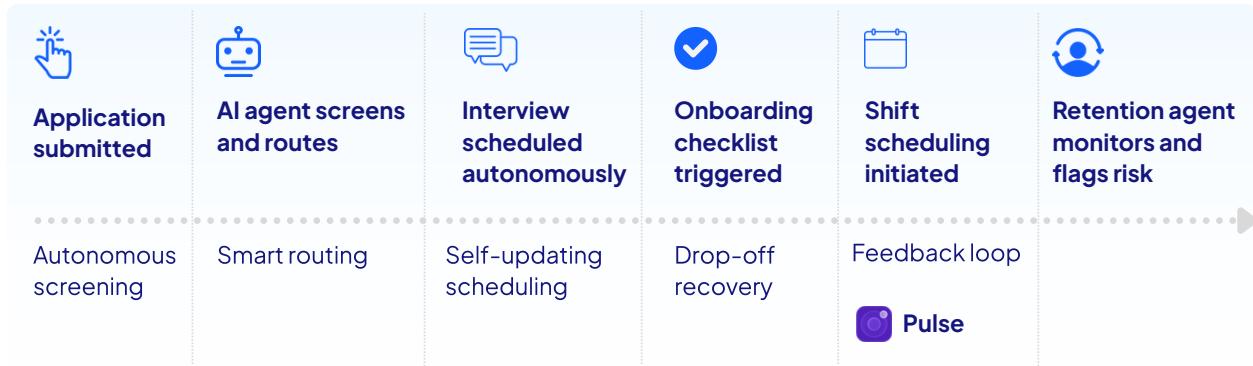
The Core Traits of Agentic AI



Functional Breakdown: Where Agentic AI Fits in HR Workflows

Agentic AI is already proving transformative across the HR function. This is especially true in frontline-heavy organizations, where success depends on rapid decision making and the ability to manage high-volume processes at scale.

Where Agentic AI Fits in the Hiring Lifecycle



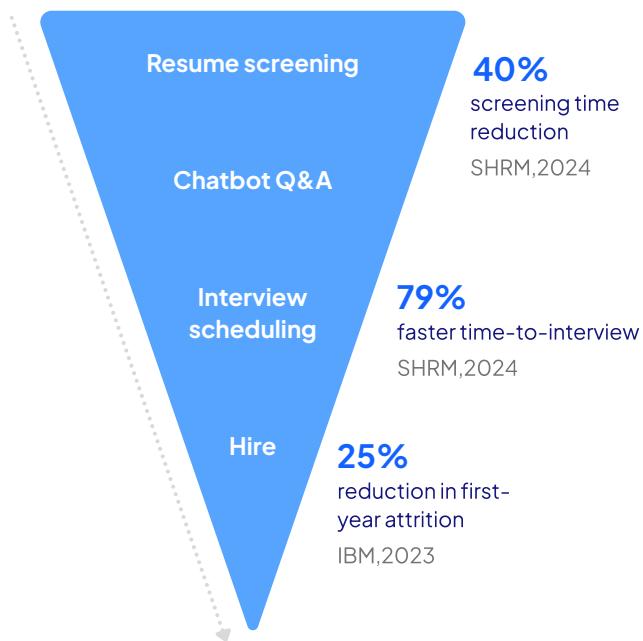
The screenshot shows a software interface for managing applicants. At the top, it says "San Francisco" and "Assistant Operations Manager (SF)". Below that is a search bar and a "Post to Job Boards" button. The main area displays "14 applicants" with columns for "User", "Name", "Status", "Email", and "Phone". Each row includes a checkbox and a blue circular icon with a plus sign. To the right of each row, there is a green checkmark and text indicating AI interview results: "Acceptable", "Acceptable", "Acceptable", "Poor", and "Good". Below this table is a "Feedback loop" section with a "Pulse" logo.

Recruiting

Agentic AI has redefined recruiting by introducing systems that not only source and screen candidates but also initiate communication and schedule interviews—all with minimal human input.

A 2024 LinkedIn report showed that **67% of recruiters are now using AI tools**, up from just 35% in 2020 (LinkedIn Talent Solutions, 2024). These systems reduce friction by automating repetitive tasks: chatbots can screen applicants in real time, ask clarifying questions, and determine next steps based on job requirements.

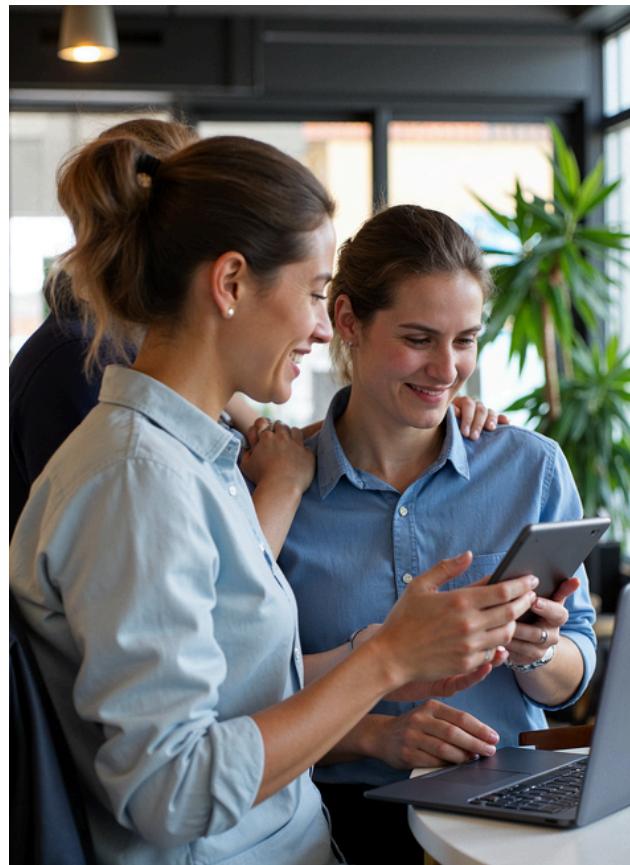
Use Case Deep Dive: Recruiting



SHRM reports that AI chatbots have reduced initial screening time by 40% and slashed time-to-interview by 79% (2024).

Agentic recruiting tools don't just accelerate the process—they also **enhance the quality and effectiveness of hiring outcomes** (Stanchak, 2024).

IBM found that organizations using AI for talent management saw a **25% reduction in first-year attrition and a 35% improvement in quality-of-hire**—due in part to better candidate-job matching and timely engagement (IBM, 2023).



Onboarding

Once a candidate is hired, agentic systems guide them through the onboarding process—automating compliance checks, managing document completion, and curating personalized training.

According to Boston Consulting Group, **generative AI can now automate more than 50% of tasks in the onboarding journey**, from contract generation to workflow progression (Bedard et al., 2023).

Onboarding, Reimagined



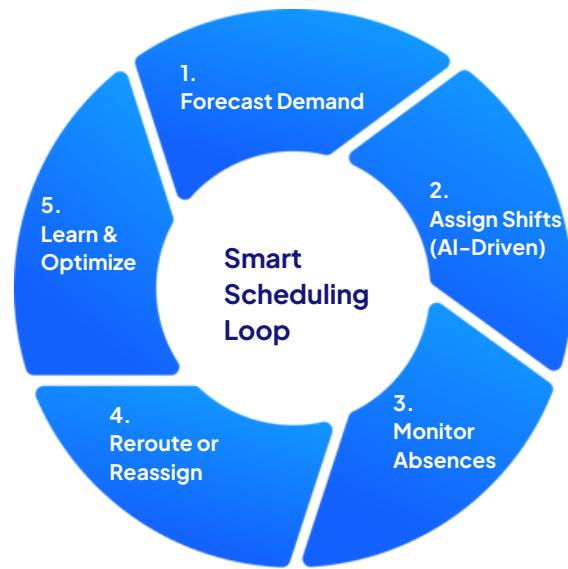
In practice, these tools do more than speed up onboarding—they reduce error rates, enhance the new-hire experience, and ensure regulatory consistency. One organization reported an 88% reduction in contract processing time, saving over 12,000 work hours annually (BCG, 2024).

Personalized onboarding agents also adapt to each worker's pace, role, and location, ensuring relevance and improving retention rates from day one.

Scheduling

In industries with variable demand and dynamic labor needs, scheduling is a constant challenge. Agentic AI enables predictive scheduling that balances coverage, compliance, and employee preferences.

McKinsey (2023) found that **companies using AI-driven scheduling tools reduced labor costs by 10–15% while increasing responsiveness to real-time operational needs**.



These tools analyze historical demand, labor rules, and employee input to generate optimized schedules—then autonomously adjust them in response to disruptions like call-outs or surges.

In retail and logistics, this has led to fewer coverage gaps, better labor utilization, and reduced scheduling complaints (McKinsey & Company, 2023).

Help Desk

HR help desks field thousands of repetitive questions daily. Agentic AI lightens this load by powering intelligent virtual assistants that handle FAQs and transactional tasks.

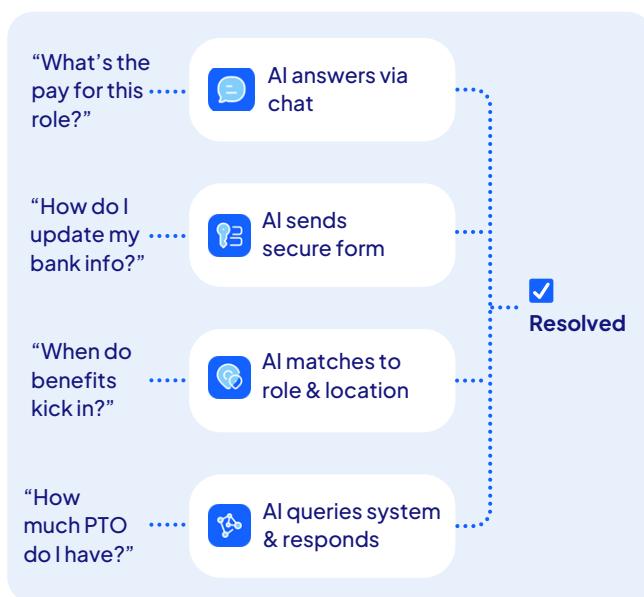
Gartner (2023) predicted that 75% of HR inquiries would be handled by conversational AI by 2024, a forecast increasingly reflected in practice.

Helpdesk Agents vs. Human Bottlenecks

70%

of HR tickets resolved autonomously

SHRM, 2023



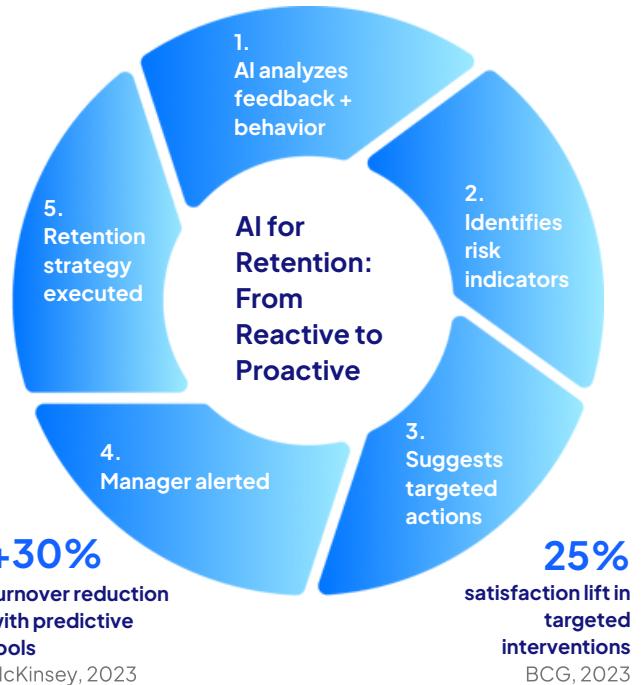
SHRM (2023) reports that AI-powered HR assistants can resolve 70% of employee tickets without escalation. Employees gain immediate, consistent answers on benefits, payroll, or PTO—especially critical for frontline workers whose availability may fall outside traditional office hours.

This reduces HR ticket volume by 15–20% and allows human HR professionals to focus on higher-value work (Stanchak, 2023).

Retention Optimization

Retention is perhaps where Agentic AI shows its deepest potential. **AI models can now predict attrition risk by analyzing engagement signals, behavior, and workforce trends.** Managers receive early alerts about disengaged employees, while the system suggests personalized interventions—such as scheduling changes, coaching sessions, or recognition opportunities.

AI for Retention: From Reactive to Proactive



A McKinsey study found that companies using AI-based retention tools saw a 30% decrease in turnover by addressing the root causes proactively (McKinsey & Company, 2023).

In one healthcare system, AI feedback analysis revealed that 45% of employees felt underrecognized—a gap that was subsequently addressed through targeted programs that lifted employee satisfaction by 25% (BCG, 2023).

Evidence of Impact: Benchmarks and Case Studies

Quantifying the impact of Agentic AI in HR is essential for building a strong business case.

Across recruiting, onboarding, scheduling, help desk support, and retention, organizations are seeing measurable impact:

- **67% of recruiters now use AI tools**, up from 35% in 2020 (LinkedIn Talent Solutions, 2024)
- **Time-to-interview reduced by 79%** using AI agents (SHRM, 2024)
- **88% reduction** in contract processing time during onboarding (BCG, 2024)
- **Labor costs reduced 10–15%** with AI scheduling tools (McKinsey & Company, 2023)
- **Turnover rates decreased up to 30%** with predictive retention models (McKinsey & Company, 2023)

These outcomes show that Agentic AI isn't just a theoretical advantage—it's a **tangible business enabler**.

The improvements aren't just about speed; they reflect deeper organizational gains in accuracy, consistency, compliance, and scalability.

Function-by-Function Impact

| | | |
|---|-------------------|--|
|  | Recruiting | 35% better quality-of-hire IBM, 2023 |
|  | Onboarding | 88% faster contract processing BCG, 2024 |
|  | Shifts | 10–15% cost reduction McKinsey, 2023 |
|  | Help Desk | 70% of tickets resolved autonomously SHRM, 2023 |
|  | Retention | 30% lower attrition McKinsey, 2023 |

Responsible AI: What to Know About Fairness, Privacy, and Governance

Agentic AI holds enormous promise—but without governance, it carries risks. **Fairness, privacy, and transparency must be baked into every system from the start.** Responsible AI requires not only technological safeguards but also ethical and organizational commitments.

Mujtaba (2025) outlines four pillars of responsible AI in HR: **transparency, auditability, privacy by design, and bias mitigation.** Every agentic decision—whether screening a candidate or rescheduling a shift—should be logged and traceable. Human-in-the-loop protocols ensure sensitive processes remain reviewable, while consent-based data usage builds trust.

The Four Pillars of Responsible AI



Fenwick et al. (2024) warns that as AI becomes more embedded in people processes, it is crucial not to lose the human element. Organizations must build governance teams, embed oversight into product design, and provide users with tools to override or explain AI decisions.

Gartner (2024) further recommends proactive audits to catch bias in data, language models, or rule logic—especially in systems that affect access to employment or advancement.

Built for Trust: How Fountain Embeds Responsible AI

AI in hiring and workforce management directly impacts people's livelihoods—which makes responsible deployment non-negotiable. At Fountain, trust and transparency aren't just marketing pillars—they're foundational to how our platform is designed and governed.

Our approach to responsible AI is embedded at the infrastructure level, enforced across every product, and guided by a cross-functional AI Governance Board.

Every agent we deploy—whether screening candidates, optimizing workflows, or rescheduling shifts—is **built to operate with fairness, transparency, and human oversight at its core.**

Ethical AI by Design, Not Retrofit

Fountain's AI systems are built with accountability and compliance engineered into the core—not layered on as an afterthought.

- Every agent action is **logged, traceable, and explainable**, enabling full visibility into what occurred, why it occurred, and which logic or rule triggered it.
- **Human override and review protocols** are built into sensitive workflows, including hiring and regulatory compliance.
- **Bias auditing** is integrated directly into agentic screening logic to ensure fairness at scale.
- **Consent flows, data minimization, and audit trails** are enforced by default—supporting compliance with frameworks such as **GDPR, CCPA, and CPRA**.

Enterprise-Grade AI Governance, Built for Scale

To ensure alignment and accountability across products, Fountain has established an internal AI Governance Board—a cross-functional team spanning Legal, Product, Compliance, and Engineering. This board is responsible for reviewing new AI capabilities pre-release, monitoring production agents for risk and fairness, and overseeing platform-wide policies related to ethical use, auditability, and regulatory compliance.

Governance Roles and Responsibilities



Encourages cross-functional accountability and aligns with Gartner's (2024) best practices for HR tech governance.

By applying a unified framework to every use case, Fountain ensures that innovation is consistently balanced with responsibility.

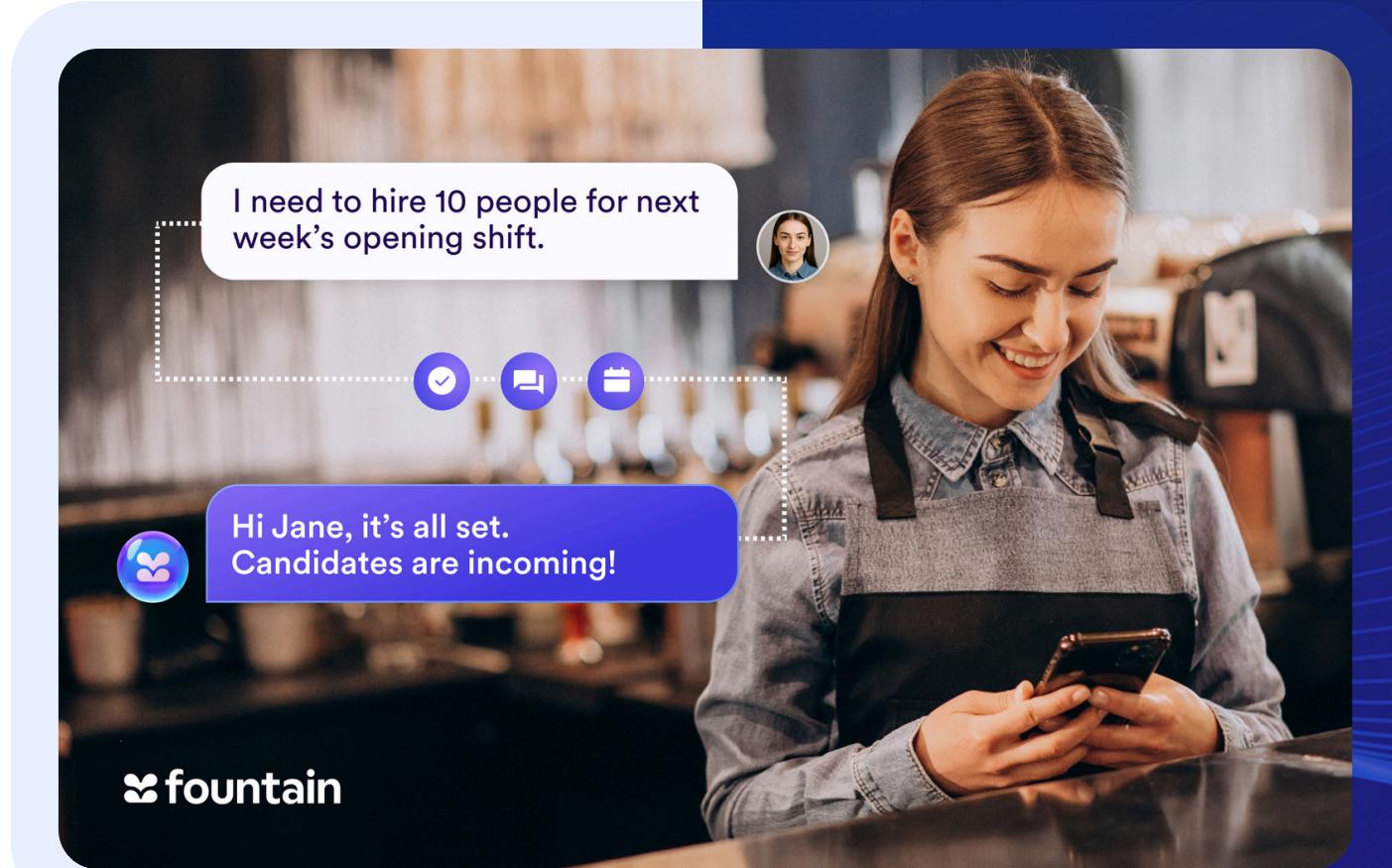
No Matter the Agent, You Stay in Control

Whether you're leveraging a recruiting agent or a scheduling assistant, **you remain in the driver's seat**. Every AI agent deployed through Fountain's Agentic OS includes version-controlled documentation, transparent training lineage, bias testing reports, and explainable outputs—with full override capabilities built in.

This transforms compliance from a liability into a strategic advantage—especially for enterprise HR teams operating across highly regulated or multi-jurisdictional environments.

CHECKLIST Audit-Ready AI

- ✓ Can you override AI decisions?
- ✓ Are all agent actions logged and reviewable?
- ✓ Are bias filters built into screening logic?
- ✓ Do users know when they're interacting with AI?



Zoom In: How Fountain AI Recruiter Brings Agentic AI to Life

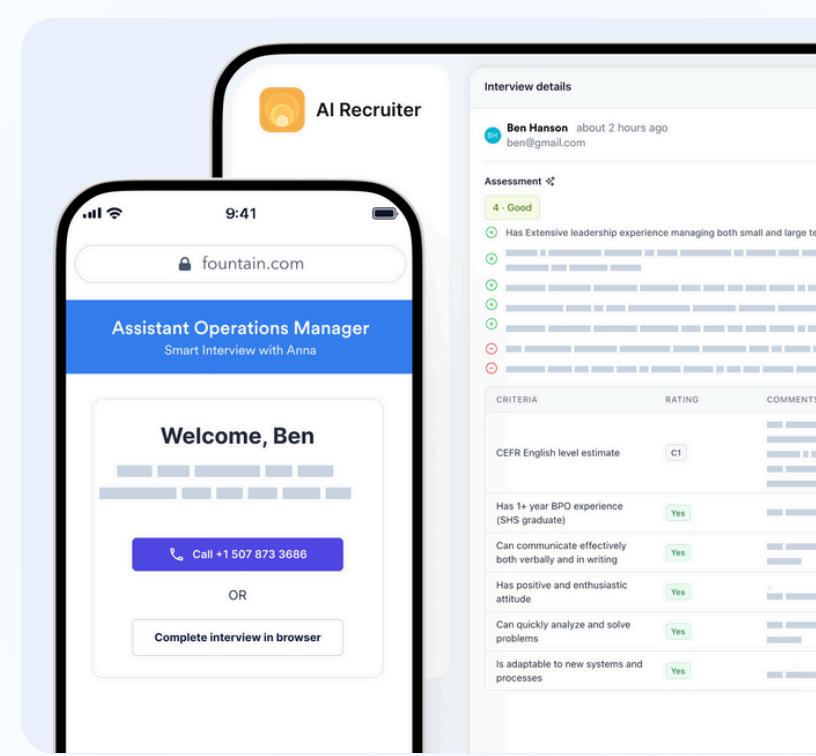
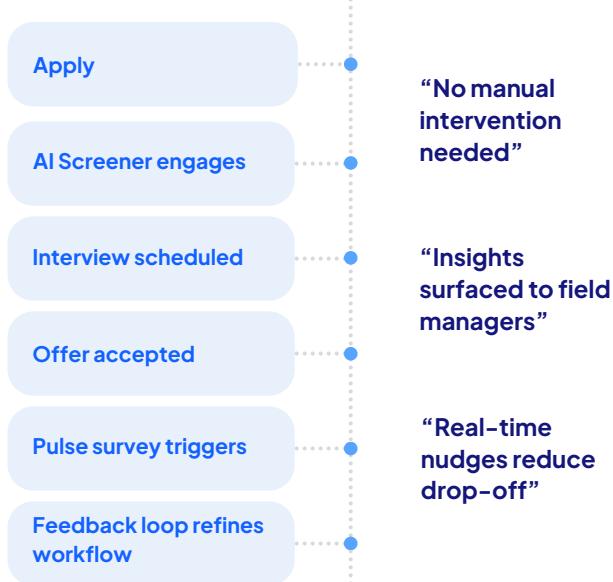
Fountain doesn't just support Agentic AI—we're actively operationalizing it across our core workflows. Our first major step is **AI Recruiter**: a voice-based agent built to serve as a frontline hiring assistant. It conducts screening conversations, answers candidate questions, previews roles, and surfaces key indicators of quality—all through real-time, natural dialogue.

Where traditional tools automate isolated steps, **AI Recruiter behaves more like an operator**: guiding structured interviews, adapting dynamically to candidate responses, and continuously improving through recruiter feedback. It's designed to meet candidates where they are—on the phone—and helps employers scale consistent, high-quality interactions without bottlenecks.

"I like to explain AI Recruiter as a co-pilot to the hiring manager. The manager is always squarely in the driver's seat of the hiring decision. But the AI Recruiter co-pilot is there to help navigate what sometimes can be a very complex and time consuming process."

VP, Biometric Identity Company

AI Recruiter in Action



Conversational Screening That Surfaces Real Talent

What sets AI Recruiter apart is how it engages: not with rigid forms, but through **human-like conversations** that reveal soft skills, lived experiences, and intent—giving hiring teams deeper insight into candidate quality from the very first interaction.

- **Captures nuance, not just scores.** It detects and contextualizes experiences—such as leading a warehouse crew or managing peak shifts in QSR—and maps that information to role-specific needs.
- **Answers questions in real time.** AI Recruiter understands job-level details and responds accurately to candidate questions about shifts, pay, policies, or schedules—building trust from the start and reducing attrition driven by confusion or mismatch.
- **Delivers job previews to set expectations.** By clearly outlining role responsibilities, AI Recruiter empowers candidates to make informed decisions—reducing drop-off and avoiding poor-fit hires.

What Sets AI Recruiter Apart

| Feature |  | Legacy ATS |
|--------------------------------|---|------------|
| AI-Driven Screening | ✓ | ⚠ Limited |
| Drop-Off Recovery Agents | ✓ | ✗ |
| Pulse-Based Retention Insights | ✓ | ✗ |
| Audit-Ready Agent Logging | ✓ | ✗ |
| Multi-location Orchestration | ✓ | ⚠ Manual |

Traditionally, capturing this depth of insight required a live recruiter. **With AI Recruiter, it happens automatically—at scale and around the clock.**

"We have never filled our cleaning crew at this MLB stadium location prior to Opening Day, this year it is filled and we have a pipeline of backups before Opening Day."

VP, Janitorial Services Provider

Autonomous Scoring That Is Structured, Transparent, and Consistent

AI Recruiter doesn't just conduct interviews—it evaluates them using logic that's **employer-defined, fair, and fully explainable**.

- **Customizable scoring criteria:** You define the standards—experience, availability, licensure, soft skills. AI Recruiter applies them consistently across every interaction.
- **Every interview is structured and replicable:** Unlike human interviewers, who vary in style or rigor, AI delivers the same fair process to every candidate, every time.
- **Scoring is backed by rationale:** Every recommendation is tied to clear justifications, offering a transparent audit trail for hiring managers and compliance teams alike.

This not only drives better decisions—it **builds trust, fairness, and defensibility into every hiring interaction.**

End-to-End Autonomy: A Digital TA Manager That Never Clocks Out

AI Recruiter is built to operate like a **24/7 talent acquisition manager**—but with unlimited scale and zero fatigue. It can:

- Analyze job descriptions and generate tailored interview plans and recommended assessment criteria (with human review)
- Select or create screening questions (with human review)
- Conduct live interviews 24/7
- Score and rank candidates based on employer-defined logic
- Flag inconsistencies or drop-off risk
- Continuously learn and adjust based on outcomes



In other words, AI Recruiter doesn't just support hiring—it **takes full ownership of a time-consuming part of the process**. By conducting live, conversational interviews, answering candidate questions, and surfacing quality signals automatically, it eliminates hours of manual work that would otherwise require multiple recruiter touchpoints.

The result: **hiring teams reclaim time to focus on higher-impact work**, while candidates move forward faster and more consistently.

Whether you're managing seasonal volume or decentralized hiring across hundreds of locations, AI Recruiter delivers **agentic capacity on demand**.

"**Best use of AI I have seen in any application.**"

CTO, Biometric Identity Company

Time Back for Recruiters, at Scale

AI Recruiter isn't just about making hiring faster—it's about giving talent teams their time back. By autonomously handling tasks that traditionally require hours of manual effort, AI Recruiter enables leaner teams to do more with less—and focus their time on the moments that matter.

Here's how AI Recruiter reduces manual workload:

- **No more back-and-forth scheduling.** Interviews are booked automatically based on availability—no emails required.
- **No more chasing paperwork.** AI Recruiter follows up on incomplete forms or missing documents in real time.
- **No more repetitive screenings.** Each candidate is interviewed consistently and scored before a recruiter even logs in.
- **No more live FAQ handling.** Common candidate questions about pay, shifts, and requirements are answered instantly.

Fountain Pulse: Closing the Loop with Engagement Intelligence

AI Recruiter isn't just built for speed—it's embedded within a broader agentic ecosystem designed to drive long-term hiring success. Post-hire, **Fountain Pulse** activates micro-surveys at key milestones—such as offer acceptance, onboarding completion, and day 30—to capture structured feedback.

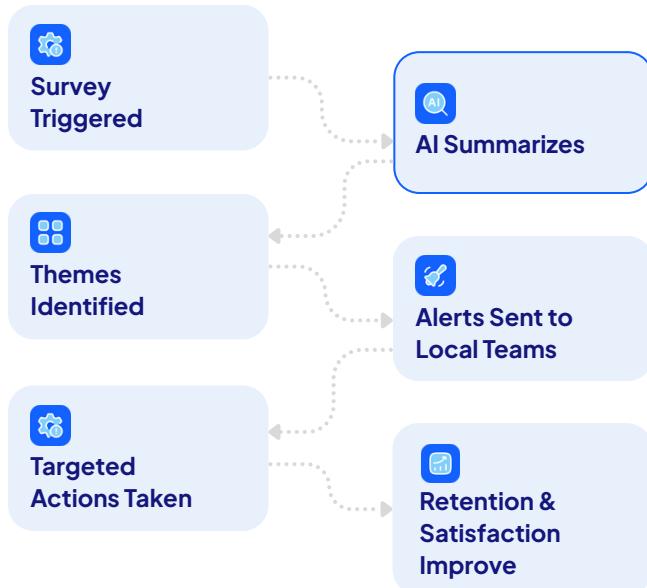
AI then analyzes that input to surface engagement trends, identify early attrition signals, and deliver actionable insights to the right stakeholders.

With Pulse:

- Themes are surfaced automatically and insights are routed to the right audience, from corporate HR to regional managers.
- Use case: If Pulse identifies increased attrition tied to inconsistent scheduling, leadership is alerted with suggested actions—enabling proactive intervention before churn accelerates.

AI Recruiter becomes **the front end of a full-cycle engagement intelligence system**, improving both hiring velocity and retention quality.

Fountain Pulse Intelligence Engine



Built-In Trust and Compliance

AI Recruiter is designed for **enterprise-grade governance** from the ground up:

- All agent actions are logged, traceable and explainable for full audit visibility.
- Human override protocols are embedded in sensitive workflows.
- Governed by compliance logic, including I-9 verification, license validation and background check integration.

- Global privacy standards enforced (GDPR, CCPA, CPRA), with consent flows and data minimization by default.

Responsible AI isn't simply layered on—it's part of the architecture.

Real Results, Proven at Scale

AI Recruiter is already live in high-volume hiring environments—delivering clear business impact:

- 30–50% faster time-to-hire
- 60–70% reduction in recruiter workload
- 22% increase in onboarding satisfaction
- 18% reduction in candidate drop-off

These are sustained outcomes across logistics, retail, healthcare, and QSR environments.

While many companies are still theorizing about what Agentic AI can do, **Fountain customers are already doing it.**

Real-World Results

30–50%

faster time-to-hire



18%

reduction in drop-off



60–70%

reduction in recruiter workload



22%

increase in onboarding satisfaction



Customer Spotlight: Scaling Without Sacrificing Speed

Premium Rideshare Service with W-2 Drivers

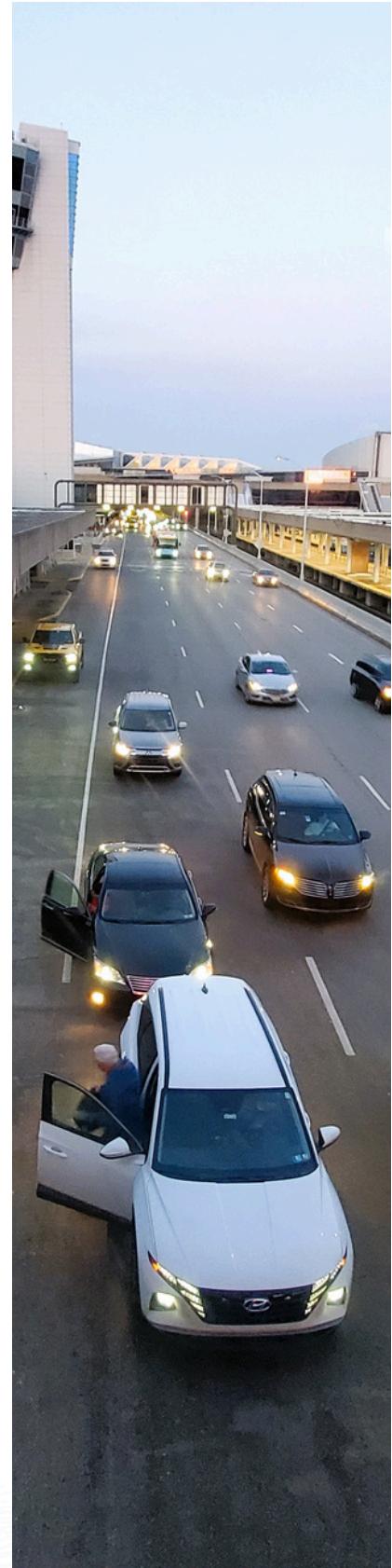
Before adopting AI Recruiter, this high-volume rideshare employer relied exclusively on **one-way video interviews**. Each candidate had to record responses to preset questions, and a recruiter would then manually review each video before deciding whether to advance them.

The process was time-consuming, inconsistent, and lacked interactivity. Recruiters were overwhelmed, and candidates had no opportunity to ask questions or engage beyond a static prompt.

Results Within Weeks of Launching AI Recruiter

After launching AI Recruiter, the impact was immediate—and measurable:

| | Interview Stage Performance |
|-------------------------|-----------------------------|
| Completion Rate | 92% higher |
| Time to Interview Stage | 60% shorter |
| Impact on Hiring | |
| Time to Hire | 160% faster |
| Number of Hires | 310% more hires |



AI Recruiter didn't just streamline the process—it redefined performance across every hiring stage.

Candidates were 92% more likely to complete interviews, and moved through the interview stage 60% faster than those using video.

The downstream impact was even more dramatic: time-to-hire was cut by 160%, and the company saw over 3x more hires in the same period.

From first interaction to final offer, AI Recruiter accelerated progress without sacrificing quality—delivering scale, speed, and stronger outcomes.

Candidate-Centered Conversations

The shift to AI Recruiter brought a conversational experience that resonated with candidates—and recruiters took notice:

"The AI interview is overwhelmingly the one people want to go through, which is interesting to see."

"AI Interview does a lot better at responding to candidate questions, which makes it more like a two-way conversation, whereas video is obviously more of a one-way."

Rather than responding to a static recording prompt, candidates could ask questions about pay, hours, or expectations—and get accurate answers in real time.

The process felt more personal, and trust was built earlier in the journey.

Time Back for the Team

Recruiters no longer had to manually review videos to extract key insights. Instead, AI Recruiter captured the data in real time and delivered structured evaluations automatically.

"AI Recruiter has helped our internal recruiting team tremendously to be able to get more candidate data and insights. Previously we had to get those insights by physically being on the phone with that candidate asking for those details."

"We have it at our fingertips now. We're able to move candidates through our process quicker, more efficiently, and really get the teams the data that they've been looking for up front."

The result: recruiters shifted from spending hours watching recordings to reviewing AI-powered summaries and recommendations—**freeing up time for strategic hiring decisions and manager support.**

A Trusted, Scalable Partner

Beyond the productivity gains, the team embraced AI Recruiter as a consistent, always-on extension of their TA function:

"We're excited about our long-term relationship with Anna [our AI Recruiter]."

Today, AI Recruiter isn't just a tool—it's viewed as a **reliable hiring teammate** that delivers speed, structure, and scale with every interaction.

Action Plan: What HR Leaders Can Do in the Next 90 Days

To operationalize Agentic AI in your organization, start with a focused, metrics-driven rollout. Here's a 90-day playbook:

| Step | Goal | Example |
|-------------------------------|--------------------------------------|----------------------------|
| Identify Pain Points | Pinpoint high-friction workflows | High no-show roles |
| Ensure Data Access | Integrate core platforms | HRIS, ATS, WFM sync |
| Run a Pilot | Test recruiting or onboarding agents | 6–8 week scoped use case |
| Define Success Metrics | Align on what “better” looks like | Time-to-hire, satisfaction |
| Audit AI Governance | Review policies and fallback logic | Bias review, override logs |
| Upskill Stakeholders | Teach teams to work with agents | Prompt writing, analysis |

Agentic AI implementation is not just a tech project—it's a workforce strategy.

CHECKLIST AI Readiness Checklist

- Can you override AI decisions?
- Identify high-friction HR workflows
- Audit tech stack integrations (ATS, WFM, HRIS)
- Secure data access and permissions
- Define “success” metrics up front
- Set governance controls (bias, audit, override)

Ready to put Agentic AI into action?

Start your pilot at fountain.com.

CONCLUSION

From Concept to Competitive Advantage

Agentic AI is no longer a theoretical frontier—it is a practical, scalable solution to the hiring, onboarding, and retention challenges that frontline-heavy industries face every day. As the demands on HR continue to grow in speed, scale, and complexity, traditional systems can no longer keep up. Agentic systems offer a new operating model—one where autonomous decision-making, real-time adaptation, and cross-functional orchestration are not only possible but essential.

The evidence is clear: companies that adopt Agentic AI are not only streamlining workflows—they’re improving candidate experiences, reducing turnover, increasing workforce resilience, and positioning themselves for long-term success. And with responsible design, these systems can enhance—not replace—the human judgment and empathy that remain at the core of great HR leadership.

For organizations ready to move from manual to intelligent, from reactive to proactive, and from fragmented to orchestrated, **the next 90 days can lay the groundwork for transformative impact. The tools exist.** The results are measurable. The competitive advantage is real.

Fountain is here to help you lead that transformation.

About Fountain

Fountain is the frontline hiring platform built for high-volume employers. We partner with global leaders in retail, logistics, healthcare, and other frontline-heavy industries to help them hire faster, onboard smarter, and retain workers longer—without sacrificing the human touch. Purpose-built for large-scale operations, Fountain combines automation with empathy, giving HR teams the tools they need to streamline hiring, engage candidates, and drive outcomes that support both business goals and workforce stability. **With agentic AI at the core, we help you build stronger teams—starting from the very first interaction.**

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