Case study:
Energy, Oil, and Gas

FORTUNE 500

Number of employees: 71,000

Roles hiring for: Corporate, Engineering, Operations

1059 Questions Answered in 2 Weeks
212 Candidates Received a Job Suggestion

The Problem

Our client is a large multinational energy company that recruits college students and recent graduates for roles across many different departments. Their hiring process had become slow and inefficient because entry-level candidates were applying for roles outside of their region, specialty, and education level, and flooding the talent acquisition team's inbox with questions. It took them roughly 4 hours per week to reply to these questions, which was hard to keep up with while also placing their many candidates.

XOR's Solution

In order to address these issues, XOR first implemented an automated frequently asked questions (FAQ) chatbot. This FAQ assistant had an expansive knowledge base of 478 answers for the six most commonly asked question areas including onboarding, application troubleshooting, benefits, careers, work environment, and general company questions. Our AI could help answer questions automatically for users, cutting down on the time manually spent answering repeated questions.

Once the candidate's questions were answered, the AI suggested that the candidate identify and apply for the open job opportunity that was most relevant to them. This automatic filter helped them find jobs that fit their background and region quickly without contacting the hiring team.

Our Company's Results

Within the first two weeks of implementation, 1059 questions were answered through our XOR assistant. Users were able to not only get their inquiries answered immediately, but they were able to use the tool to find other information about the company as well. Within this time, 212 candidates were filtered to appropriate job suggestions by the AI. By cutting down on their application review time, the hiring team was able to focus on getting the most qualified candidates through their hiring pipeline.

Why XOR?

Automation can help streamline your processes. Our AI and chatbots can help your company with screening, scheduling, frequently asked questions, and candidate interaction. We aim to save your team time so that they can focus on hiring the best talent for your company more efficiently.

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