# Case study: Enterprise, Technology

Number of Employees: 80,000

Roles Hiring For: Sales, Engineering, Corporate, Support

**85%** Cost Reduction

**65%** Faster Scheduling

**10%** Decrease Time-to-Hire

**94%** Candidate Satisfaction

## About the Client

Our client is an American multinational technology company.

## The Problem

The company had an interview coordination department consisting of 60 employees.

Scheduling and rescheduling interviews, especially panel and sequential ones, was time-consuming for everyone involved: coordinators, candidates, and interviewers.

These tasks took up much of the time that could be better focused on hiring and candidate experience.  To remedy this issue, the company started looking for a solution to optimize the current scheduling processes.
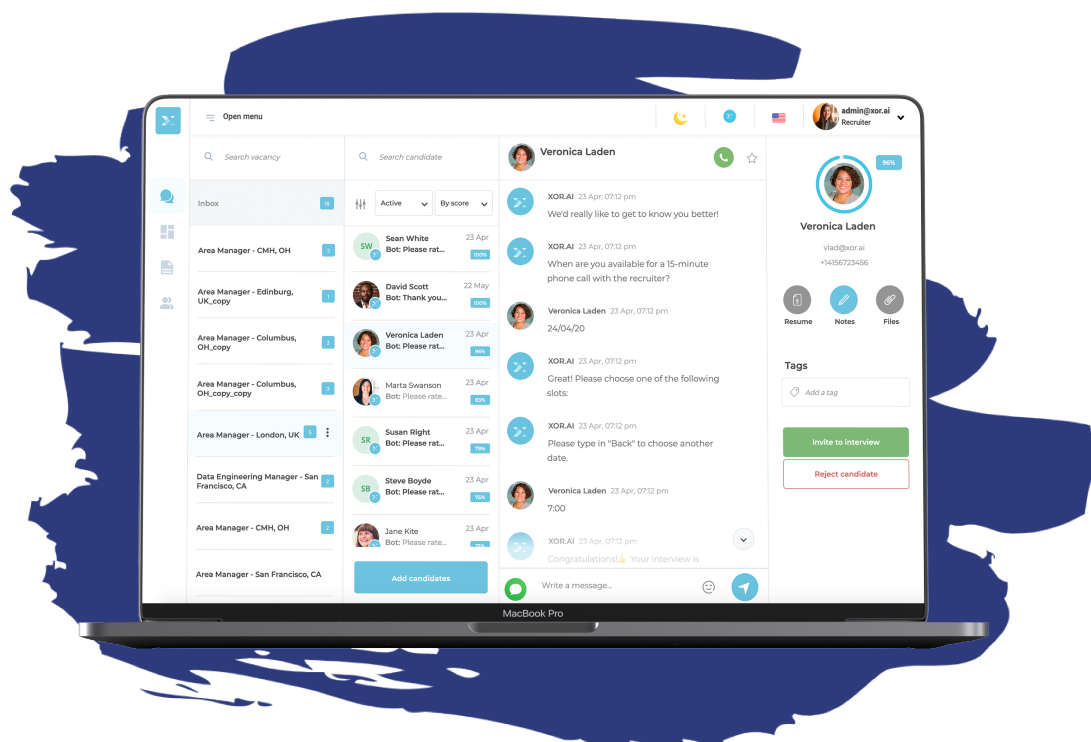
# XOR's Solution

XOR worked closely with the company's team to configure their workflow for current scheduling processes to accommodate these scheduling scenarios:

✓ One-on-one interviews

✓ Panel interviews

✓ Sequential interviews

XOR's solution was designed to cover the above-mentioned scheduling scenarios for both internal and external candidates, freeing up as much time as possible for the company within all of their HR scheduling workflows.

For internal candidates, XOR was automatically scheduling the interviews based on the candidates' and interviewers' commonly available time slots by integrating within the company's calendar system.

For external candidates, XOR was reaching out to the candidates asking them to schedule their interview(s) using 24/7 instant reply automation and chatbots. Through calendar integration, the AI checked the availability of each interviewer's calendars, and suggested only commonly available time slots.
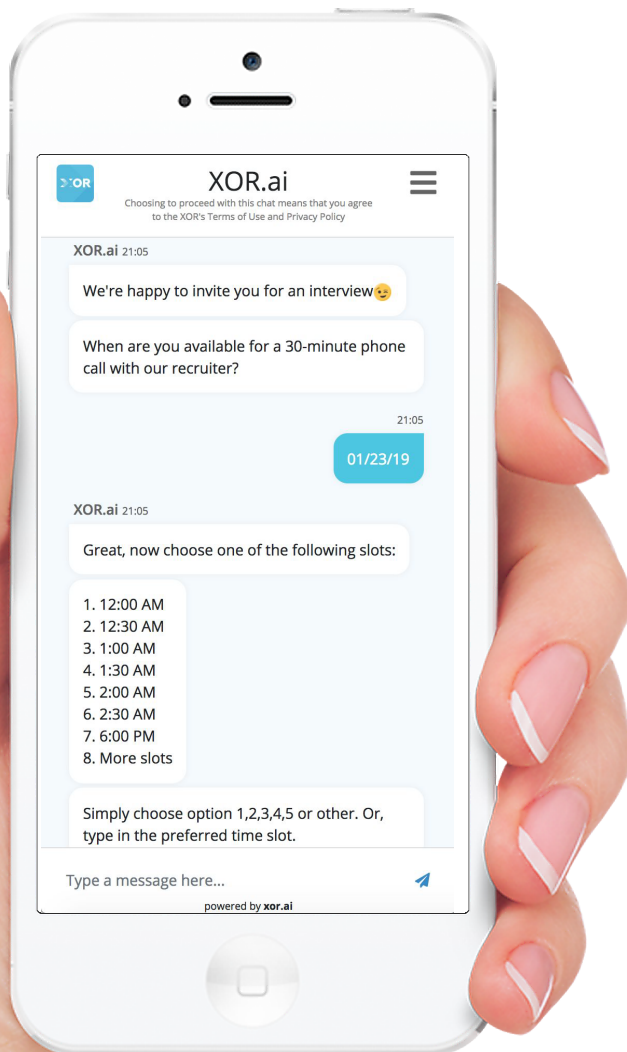


# The Results

97% of interviews have been scheduled automatically, without human intervention. This has helped the hiring team focus on a wider net of candidates, and they can give more personalized attention to finding top-tier candidates for their open roles. These changes also have cost benefits, the company has reduced interview scheduling costs by 85% overall.

This automation of these processes also decreased time-to-hire by 10% within the company. By reducing how long it takes to schedule by 65% in comparison to manual scheduling, candidates feel like they are being more highly valued than in cases where they have to wait long periods of time for a response. In order to capture high-value talent, this speed is imperative for a company. It also allows for critical roles to be filled significantly quicker for the company.