

# HR teams beat Coronavirus with semi-automated recruiting on the phone

HR teams and recruiters are beating the myriad challenges posed by the current Coronavirus threat through artificial intelligence designed to assess candidates over the phone, while being faster, cheaper and accurate than the traditional interview process.

The technology is being delivered to more than 200 companies across Australia through local recruitment innovator Expr3ss! and artificial intelligence start-up Curious Thing.

The phone hiring interview platform allows Australian employers with large numbers of high-volume, entry-level job openings to find candidates and streamline hiring.

Unlike Apple's Siri or Amazon's Alexa, which respond to human questions within a predetermined scope, Curious Thing has developed technology to lead conversations and learn through asking questions on the phone without physical contact.

Candidates call into a dedicated private number and are asked open-ended questions about topics relevant to the role, ranging through skills, expectations, values and attitudes.

The system then gives a human hiring manager a list of data points and a report about each candidate, which helps select those suitable for further assessment. The new system builds on the latest advances in machine learning and natural language processing.

Expr3ss! co-founder, Carolyne Burns, said the talent acquisition recruitment bot worked by analysing the contents of candidate interviews in text, not the way it is spoken or through their physical appearance.

She said "The Coronavirus threat has caused HR teams to find new ways to screen candidates and helps them quickly understand if a candidate shows the qualities they are seeking for the positions.

She said the technology had wide application for employers in high staff turnover industries with virus risks, like hospitality, QSR, retailers, franchises and call centres.

For more information please call **1800 00 55 98** or visit **[www.expr3ss.com](http://www.expr3ss.com)**

