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the groove™



The agentic hiring playbook

Interview at AI scale — without the AI risk.

70K+-APPLICANT RESEARCH

ISO 42001 CERTIFIED

A THIRD OF THE FORTUNE 500

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A third of the Fortune 500 trust us for hiring top talent

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INTRODUCTION

Hiring is broken

This playbook shows you how to fix it.



Every week, your strongest candidate applies and goes somewhere else.

Not because they didn't want the role. Because by the time a recruiter got to their résumé, they'd already been interviewed, offered, and accepted by an organization that didn't make them wait.

At enterprise scale, that's not an isolated loss, it's a pattern. When you're managing hundreds of open requisitions across multiple business units, geographies, and languages, the gap between talent demand and recruiter capacity becomes structural not situational. Every week of delay has real consequences: a stalled product launch, an overburdened team, a customer relationship without an owner.

This playbook is for CHROs, CPOs, and VP talent leaders who've decided to close that gap.

WHAT YOU'LL WALK AWAY WITH

01 The 70K+ applicant research that proves AI-evaluated hires stay longer

02 What responsible AI in hiring actually looks like in 2026

03 Enterprise playbooks: Reclaiming recruiter capacity, standardizing global evaluation, and delivering board-level ROI

04 A readiness checklist and ROI framework for your CFO

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CHAPTER 01

Meet Eightfold AI Interviewer

Skills-based, transparent, and human-led.



Eightfold AI Interviewer is an autonomous interviewing agent built on the Eightfold AI Native Talent Intelligence Platform, the same platform trusted by more than 100 organizations in 155 countries, including a third of the Fortune 500 and the U.S. Department of Defense.

AI Interviewer works by conducting structured, bias-audited interviews the moment a candidate applies — no waiting for emails, no scheduling back-and-forth. Candidates respond to role-relevant questions in a conversational format, on their time and in their language. Recruiters receive structured summaries and AI interview scores, helping them identify and advance capable candidates in hours, not weeks.

Recognized as one of the Top HR Products of 2025 by HR Executive, AI Interviewer was praised for blending autonomy with empathy, using ethical, transparent AI to make hiring more personalized and equitable.

100+
organizations on the platform

155
countries validated

1/3
of the Fortune 500

Trusted by more than 100 organizations in 155 countries, including a third of the Fortune 500 and the U.S. Department of Defense.

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CHAPTER 01 · HOW IT WORKS

The process starts the moment a candidate applies

01

Automatic invitation

The candidate is automatically invited to a conversational AI-led interview, no scheduling required.

02

Completed on their own time

They complete it on their own time, in any of 22+ supported languages.

03

Skills-based evaluation

AI Interviewer asks role-specific questions and evaluates responses based on skills, experience, and demonstrated capabilities.

04

Summary within hours

Recruiters receive a concise candidate summary and AI interview score that's ready for review within hours.

05

Human review, always available

Every interview can be replayed, transcripts reviewed, and AI recommendations overridden at any point.

Candidates respond in a conversational format — on their time, in their language. Recruiters get structured summaries in theirs.



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CHAPTER 01 · WHAT MAKES IT DIFFERENT

Not résumé filtering — a chance to make the case

Most early-stage hiring tools operate through résumé filtering, pattern-matching keywords against job descriptions. AI Interviewer gives candidates the chance to make their case in their own words.

01 **Content-based, not biometric**

It evaluates only what candidates say, never facial recognition, tone of voice, or emotion detection.

02 **Powered by our AI Native Talent Intelligence Platform**

Trained on over 1.6 billion real-world career trajectories, not a point solution disconnected from your talent data model.

03 **Security and trust are built in**

AI Interviewer is built with the same security controls as the rest of the Eightfold Talent Intelligence Platform, which is ISO 42001 certified and FedRAMP® Moderate Authorized.

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CHAPTER 01 · CAPABILITIES

5 capabilities that hold up under enterprise scrutiny

Bias-audited models

Standardized, consistent evaluation removes variability from interviewer judgment. The system never analyzes facial expressions, tone of voice, or emotion. It only evaluates what candidates say.

22+ language support

Candidates complete interviews in their preferred languages. Recruiters receive summaries in theirs, overcoming language barriers, and opening up your organization to top global talent.

Compliance-first design

AI Interviewer meets the requirements of New York City's Local Law 144, Illinois' Biometric Information Privacy Act (BIPA), and Maryland's HB 1202. Candidates with accessibility needs are automatically routed to a human-led process at every stage.

ATS integration

AI Interviewer directly integrates with leading applicant tracking systems. Activation is measured in hours, not months, and doesn't require dedicated technical resources.

HUMAN OVERSIGHT

A signal, not a verdict

Every hiring decision stays with your team. Recruiters and hiring managers can replay any interview, review full transcripts, add context and notes, and override AI recommendations whenever their judgment calls for it.

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CHAPTER 02

Ethics, compliance, and responsible AI

What ethical AI means in hiring.

In hiring, AI can trigger reasonable skepticism. There are legitimate questions about bias, transparency, candidate rights, and the appropriate role of automated systems in consequential human decisions. Eightfold AI Interviewer is designed to answer those questions directly, not sidestep them.

AI INTERVIEWER DOES NOT

- Analyze facial expressions, body language, or physical appearance.
- Analyze facial expressions, body language, or physical appearance.
- Infer personality type, emotional state, or demographic characteristics from non-verbal cues.
- Make hiring decisions. It surfaces insights that help human decision-makers prioritize their time.

WHAT AI INTERVIEWER DOES

- Evaluates what candidates say: their words, described experiences, and stated capabilities.
- Surfaces skills-relevant information with role-specific questions.
- Uses responses to evaluate candidates against consistent criteria applied equally to everyone.

These exclusions aren't afterthoughts. These are design choices that reflect a specific theory of fairness. Candidates should be evaluated on what they can do, not on attributes that have no bearing on job performance.

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CHAPTER 02 · REGULATORY COMPLIANCE

Built to adapt, not to scramble

The system uses bias-audited models, meaning evaluation criteria have been examined for differential impact across demographic groups. Every interview produces a complete transcript, so the recruiting team can review the basis for any evaluation at any time.

New York City Local Law 144	Governing the use of automated employment decision tools, including bias audit requirements and candidate notice obligations.
Illinois BIPA	Restricting the collection and use of biometric data in employment contexts.
Maryland HB 1202	Addressing the use of facial recognition and other automated analysis in hiring.

ISO/IEC 42001:2023 CERTIFICATION

Eightfold AI is the first HR technology vendor to be certified to all three levels of ISO/IEC 42001:2023, the international management system standard for artificial intelligence.

This certification reflects an engineering-first approach to transparency, bias mitigation, and global governance. We design our AI with EEOC, GDPR, the EU AI Act, and U.S. state-level AI hiring laws in mind, not retrofitting compliance after the fact.

Because AI Interviewer is part of our broader AI Native Talent Intelligence Platform, the insights generated in evaluation don't disappear after a hire is made. These feed into a richer picture of your workforce over time, informing internal-mobility decisions, skills-gap analysis, succession planning, and retention strategies across the organization.

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CHAPTER 03

The research — why interviews are better with AI

What 70K+ applicants tell us about the future of evaluation.

The case for AI interviewing isn't built on intuition — it's backed by rigorous academic research and real-world results.

The landmark study "Voice AI in firms: A natural field experiment on automated job interviews" reviewed more than 70,000 applicants and found that using an AI voice agent for the first interview led to measurably better hiring outcomes than using human recruiters alone. Researchers found that candidates were 12% more likely to receive a job offer when they interviewed with AI.

Perhaps one of the most telling signals from the study is that 78% of applicants chose AI over a real person for their interviews. The researchers cited three potential reasons for this: perceived fairness or objectivity; a more standardized interview process; and convenience.

17%

Higher job-retention rates for AI-evaluated candidates vs. human-evaluated cohorts

"Voice AI in firms" study, 70K+ applicants, 2025

78%

Of candidates prefer AI interviewers for convenience, consistency, and fairness

"Voice AI in firms" study, 2025

90%

Up to reduction in time-to-first-interview reported by organizations using AI Interviewer

Eightfold AI customer data

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When the questions are the same, the signal improves

When recruiters conduct interviews, they often produce "noisy signals" — information that isn't always clear or helpful. Human interviewers are influenced by factors that have nothing to do with candidate quality: how someone looks, sounds, or whether the interviewer is tired.

The study also found that AI-evaluated candidates showed up to 17% higher job-retention rates (30-day) compared to human-evaluated cohorts. That's not a rounding error, it's a structural improvement in hiring quality.

CANDIDATES PREFER IT

In early rounds of testing, 78% of candidates chose AI over human interviewers for the first round. Three reasons consistently emerge:

01

Convenience

Candidates can complete the interview immediately after applying, on their own schedule, not when a recruiter has availability during business hours.

02

Fairness

AI asks every candidate the same questions in the same way. There's no interviewer who unconsciously favors candidates who went to the same school, grew up in the same area, or share similar communication styles.

03

Opportunity

For candidates with non-traditional backgrounds — career changers, those with résumé gaps, people returning from caregiving leaves — a structured interview lets them make their case beyond what a keyword-filtered résumé would show.

The traditional hiring process favors people with linear career paths, conventional backgrounds, and the flexibility to jump on a call whenever a recruiter is available. AI Interviewer levels that playing field.

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CHAPTER 04

The candidate experience

Fairness, flexibility, and a genuine first impression.

The candidate experience is often an afterthought in recruiting technology. AI Interviewer is designed with candidates at the center.

Interview on your terms

You've been there. You spend an hour tailoring your résumé for a role you're genuinely excited about. You hit submit and then ... nothing. Days turn into weeks with no response. Or worse, you finally get a reply asking if you're available for a phone screen, but by then you've already accepted another offer. With AI Interviewer, the invitation arrives the moment an application is submitted.

A clear path for the overlooked

For candidates who've been overlooked by keyword-matching systems — career changers with adjacent experience, people with non-standard credentials, those returning from caregiving gaps — structured questions create clear opportunities to articulate relevant skills that a résumé scan would miss entirely.

Evaluated on what you can do

The system evaluates only what candidates say: their words, experiences, and demonstrated capabilities. It never analyzes facial expressions, tone of voice, or emotion. This matters enormously for candidates who may communicate differently due to language background, neurodivergence, or simply nerves.

Clarity and respect

Every candidate who completes an AI-led interview knows exactly what was asked and what criteria will be used to evaluate responses. The structured format also means every candidate receives the same consideration. Candidates with accessibility needs are automatically routed to a human-led process.



93 **candidate NPS**

Eightfold AI customer data

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AI Interviewer gives candidates the chance to make their case immediately, fairly, and on their own schedule. It evaluates what they know and what they can do — not what a résumé looks like on the page or how someone comes across in a rushed phone screen at 4:30 on a Friday afternoon.

OUR RESULTS ARE IN

Recruiting engineers from universities in India

We use AI Interviewer to find talent too.

150

universities in our talent pool

up from 7–10

15K

candidates reached

up from 1,500

Zero

engineering time used in interviews

one recruiter did it all, including 3K+ coding tests

The technology is built to expand access, not restrict it. Every candidate — regardless of when they applied, which recruiter was assigned, or what day of the week it is — receives the same consideration.



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CHAPTER 05

AI Interviewer for enterprise organizations

Scale without sacrificing quality.

At enterprise scale, the hiring problem isn't finding candidates. It's processing them.

Your organization may receive tens of thousands of applications each month across hundreds of open roles, multiple business units, and dozens of markets. Your recruiting team, no matter how large, cannot manually evaluate that volume without creating bottlenecks.

Even the best-resourced enterprise talent teams face a structural mismatch between application volume and recruiter capacity.

THE ENTERPRISE RECRUITING CAPACITY PROBLEM

500–1K+
applications in the first 72 hours of one high-volume posting

×

5 min
of recruiter time per application

=

40+ hrs
of evaluation work for a single role

Multiply across 300 open requisitions **and the math becomes impossible.**

The consequences are predictable: response times stretch from days to weeks, qualified candidates disengage or accept competing offers, recruiters buried in triage work have less time for relationship-building, and hiring managers grow frustrated with inconsistent pipeline quality. Adding recruiter head count is expensive, slow to scale, and doesn't address the underlying process problem.

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CHAPTER 05 · HOW IT SCALES

An evaluation layer that runs at the speed of the funnel

Built on our AI Native Talent Intelligence Platform that is trusted by a third of the Fortune 500, AI Interviewer gives enterprise talent teams a consistent, autonomous evaluation layer that activates the moment a candidate applies, across every role, every region, and every business unit simultaneously.

Reclaim recruiter capacity where it matters most

up to 90%

The initial evaluation layer — inviting candidates, asking role-specific questions, evaluating responses, and generating structured summaries — is handled autonomously. Recruiters prioritize their pipeline in minutes rather than days. Organizations have reduced time to first interview by up to 90%, compressing a multi-week process into hours.

Standardized evaluation across every market and business unit

22+ / 155

AI Interviewer asks every candidate the same role-specific questions and evaluates responses on skills, experience, and demonstrated capabilities. Cross-market and cross-team comparisons become genuinely meaningful. The system supports 22+ languages and has been validated across 155 countries — equally effective for a corporate headquarters in Chicago and a regional operation in Singapore.

A ROI story your board can see

Apply Fri → offer Wed

Reducing time to fill by even a week across hundreds of annual hires translates to significant recovered productivity. Reducing mishires through consistent, skills-based evaluation reduces the cost of turnover. We've seen candidates apply on a Friday and field an offer by Wednesday. What once took weeks or months, now takes days.

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CHAPTER 05 · CUSTOMER SPOTLIGHT

Eaton hires nearly 15K people a year

When VP of Global Talent Acquisition Jackie Morgan's team deployed the Eightfold Talent Intelligence Platform, the results were measurable and immediate.

"When we're able to get candidates in faster, we're able to get them through the interview process faster, we're able to make better hiring decisions because we have visibility into skills — this gives the business a better quality of hire and better business results. It's allowing us to compete in a highly competitive market where Eaton really hadn't competed in the previous 100 years."

Jackie Morgan, Vice President, Global Talent Acquisition, Eaton

4x

increase in talent network

30–40%

increase in candidate velocity

Double-digit

improvements across time to market, time to present, time to offer

Source: Eaton internal hiring data, shared with Eightfold.

Protective Life

"We tripled the number of hires made, and we did it with the same staff and the same expense footprint. That's awesome."

Stephen Owens, Vice President of Talent, Protective Life

STMicroelectronics

160+ hours saved in two months. 75% of candidates who completed AI-led interviews advanced to offer. 84% candidate NPS, delivered across a global workforce of 48,000+ employees.

Rajita D'Souza, President and CHRO, STMicroelectronics

Sources: Protective Life and STMicroelectronics internal data and quotes shared with Eightfold.

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4 patterns show up again and again

- **Pipelines measured in days, not weeks**

  Roles that once took three to four weeks to reach first interviews now move in days. In competitive talent markets where top candidates are weighing multiple offers simultaneously, that speed is a material competitive advantage.

- **Measurable recruiter capacity recovery**

  When AI handles initial evaluation across high-volume pipelines, recruiting teams redirect hours per requisition toward strategic work: candidate relationship management, hiring manager partnership, and pipeline development.

- **More defensible hiring decisions**

  Structured, skills-based evaluation creates an auditable record of how and why candidates were advanced or declined, which is critical for regulatory obligations or board-level scrutiny of talent practices.

- **Global consistency at local speed**

  Organizations operating across multiple geographies run the same structured evaluation process in 22+ languages without building separate recruiting infrastructure in each market.

THE COST OF THE STATUS QUO

In large organizations, the cost of a slow or inconsistent hiring process compounds across the business. Talent gaps affect project timelines, product roadmaps, customer commitments, and employee morale. For CHROs and CPOs accountable to the board, the risk of inaction is real and growing.

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CHAPTER 06

The executive case

Why CHROs and CPOs need to act now.

Most organizations are stuck in the messy middle of AI adoption. Employees experiment with new tools, but scaling them across the business stalls. Proof of concept programs show promise, but enterprise-wide adoption is slow.

If your AI hiring plans aren't scaling quickly enough, the problem probably isn't the technology — it's the missing partnership between your CHRO and CIO.

Interviewer capacity is a workforce risk. It belongs in the same conversation as labor market tightness, skills gaps, and succession planning, not buried in a recruiting-ops report. When there aren't enough qualified interviewers to keep pace with hiring demand, the consequences ripple outward into retention rates, employer brand, competitive positioning, and the organization's ability to execute on its growth agenda.

Eightfold original research shows that 90% of AI-leading organizations have strong CHRO-CIO alignment — and that this alignment drives 14.7x higher productivity gains compared to organizations where the two functions operate in silos. The technology decision and the talent strategy decision are the same decision.

14.7x

Higher staff productivity where CHRO and CIO are aligned on AI strategy

Eightfold AI, "AI transformation: The new role of the CHRO," 2025

20%

Average EBITDA uplift from successful AI-driven transformations — $3 back for every $1 invested, breakeven in one to two years

McKinsey, "The AI transformation manifesto," 2026

33%

Reduction in time to hire reported by leading organizations implementing AI Interviewer

Eightfold AI customer data

300%

Growth in talent networks reported by organizations deploying Talent Intelligence at scale

Eightfold AI customer data

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CHAPTER 06 · MAKING THE CASE

5 concrete reasons to make the case for AI Interviewer

01 Time to fill reduction

Even one week of improvement across hundreds of annual hires translates to significant recovered productivity and reduced cost per hire.

02 Mishire reduction

More consistent, skills-based evaluation reduces the cost of turnover, typically estimated at one to two times annual salary per affected role.

03 Recruiter capacity recovery

Freeing senior recruiters from administrative evaluation work means your highest-cost talent resources are deployed on decisions that need human expertise.

04 Employer brand improvement

Candidates who receive a fast, respectful, structured evaluation experience — regardless of outcome — are more likely to reapply, refer others, and speak positively about the organization.

05 Compliance posture

Standardized, documented evaluation processes reduce legal exposure and create defensible records for audit and regulatory review.

Implementation is fast

AI Interviewer directly integrates with leading applicant tracking systems, and activation is measured in hours, not months. There's no dedicated technical team required, no months-long change management program, no rip-and-replace of your existing stack. The tool activates within your existing workflow. The operational barrier to getting started is low. The return begins immediately.

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CONCLUSION

Why top organizations choose Eightfold

A third of the Fortune 500 trust us for hiring talent.

The organizations winning on talent aren't the ones with the most recruiters. They're the ones with the smartest processes — ones that move fast, evaluate fairly, and focus people on the work that actually requires human judgment.

AI Interviewer represents a different theory of how the first stage of hiring should work. Instead of making every candidate wait for a recruiter's calendar to open up, it gives every candidate the chance to make their case immediately. Instead of filtering on résumé keywords, it evaluates what candidates actually know and can do. Instead of creating bottlenecks that slow pipelines and frustrate hiring managers, it compresses weeks of coordination into hours of structured insight.

The research is clear. The results are documented. AI Interviewer is based on our AI Native Talent Intelligence platform that is proven across more than 100 organizations, 155 countries, and a third of the Fortune 500. You don't need a multi-quarter change program. You don't need a new tech stack. AI Interviewer activates against your existing ATS in hours. You just have to start.

The question isn't whether your organization will interview at AI scale. It's whether you'll lead or follow.

Every week you wait, your best candidates are interviewing with a competitor that already uses AI.

THE COST OF THE STATUS QUO

Reclaim recruiter capacity, standardize global evaluation, and deliver the board-level ROI that justifies your talent investment. AI Interviewer gives your team the execution capacity to compete — and win — in every market you operate in.

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TAKE THE NEXT STEP

Book an enterprise demo

Run AI Interviewer against five of your live reqs in one week. See the scorecards. See the time savings. Make a fact-based decision.

ABOUT EIGHTFOLD

Eightfold is the agentic talent intelligence company that gives every HR leader, recruiter, and people manager the intelligence to see, develop, and deploy the full depth of talent around them. Our AI Native Talent Intelligence Platform powers a suite of Talent Agents that execute alongside your people across the full talent life cycle.

The first flagship Talent Agent is AI Interviewer — the only talent agent built specifically to give every candidate the nine o'clock interview, evaluating one or 1 million with identical rigor and zero bias. By combining enterprise data with insights derived from over 1.6 billion career profiles, the Eightfold Talent Intelligence Platform powers the world's most complete picture of talent.

Talent Intelligence, human-led.

Explore AI Interviewer at Eightfold.ai

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