Modernizing retail hiring without compromising customer experience

The candidate who applied last night may be interviewing somewhere else today.

Retail manages some of the highest-volume and most brand-visible hiring in any industry. Seasonal surges overwhelm recruiting teams, hundreds of locations may interview differently, and frontline candidates apply from their phones, outside business hours, to several employers at once. Every understaffed shift and inconsistent hire ultimately affects the customer experience.

Eightfold and The Groove help retail organizations modernize hiring at scale—combining AI-native talent intelligence with the strategy, implementation expertise, and change management needed to turn technology into measurable workforce impact.



Three hiring challenges facing retailers today:

Peak seasons overwhelm hiring
Predictable surges repeatedly exceed recruiting capacity, increasing costs and leaving critical shifts understaffed.

Inconsistent interviews affect hiring quality
Different standards across stores create quality gaps, overlook strong candidates, and ultimately affect the customer experience.

Candidates do not operate on business hours
Retail candidates apply after hours and to multiple employers, so callback delays quickly send qualified talent elsewhere.

Eightfold and The Groove can help retail organizations:

- Deploy AI-native talent intelligence that identifies qualified candidates beyond the résumé and moves them from application to structured interview faster.
- Deliver consistent, skills-based evaluations at scale—with multilingual, 24/7 access, auditable records, recruiter oversight, and human decision-making.
- Align Eightfold to each organization's workforce strategy, technology environment, security requirements, and governance model for a seamless, lower-risk deployment.
- Turn implementation into sustained impact through process optimization, user adoption, analytics, and ongoing advisory support.

Proven impact with Eightfold AI Interviewer:

80%
WORK AUTOMATED
Recruiter time spent on candidates, not coordination

90%
FASTER TIME TO INTERVIEW
Qualified candidates evaluated upon application

93
CANDIDATE NPS
An interview experience candidates enjoy

AI-native hiring, activated for retail

Eightfold AI Interviewer brings intelligent, structured interviewing to the hiring process. The autonomous talent agent conducts screening, functional, coding, and 360° interviews; evaluates responses; and delivers immediate, skills-based summaries to recruiters.

Powered by Eightfold Talent Intelligence, AI Interviewer evaluates skills, experience, potential, and career trajectory beyond the résumé. Interviews are available anytime in 22+ languages via web, SMS, and WhatsApp—with recruiter oversight and human final decision-making built in.

Together, Eightfold and The Groove help retailers move beyond isolated automation to create a faster, more consistent, and more scalable hiring model. Try AI Interviewer now.

Built for responsible AI adoption:

- FedRAMP Moderate authorization includes assessment against more than 325 NIST 800-53 controls and continuous monitoring.
- SOC 2 Type II and ISO 27001, 27017, 27701, and 42001 provide independently audited security, privacy, cloud, and AI governance assurance.
- Customer data is encrypted in transit and at rest, with identity controls, least-privilege access, and tenant-level isolation.
- Eightfold does not train its models on identifiable customer data, and agencies control data residency, retention, and deletion.
- AI supports structured evaluation but does not make hiring decisions; human oversight and published independent bias audits promote accountability.

Security documentation, audit reports, and testing summaries are available through the Eightfold Trust Center.

The impact for retail organizations:

Absorb seasonal hiring surges: Run a structured interview for every applicant when they apply, at virtually any volume, without rebuilding recruiting capacity for every peak season.

Raise the hiring standard across locations: Assess every candidate against the same job-relevant framework to improve consistency across stores, regions, and hiring managers.

Put store managers back on the floor: Give managers qualified, already-assessed candidates so they spend less time coordinating initial interviews and more time serving customers and leading teams.

Reach candidates when they are ready: Let mobile-first applicants interview when they apply, at any hour, before faster-moving employers capture their attention.

The Groove: From technology deployment to workforce impact

As an Eightfold consulting partner, The Groove helps retail organizations translate Eightfold's capabilities into sustainable business and workforce outcomes.

Certified Eightfold expertise: Deep platform knowledge helps retailers deploy successfully and realize value faster.

Tailored, lower-risk transformation: Strategy, integration, governance, and change support are aligned to each organization's unique environment.

Proven human capital experience: More than 30 years of expertise and 2,000+ client engagements inform stronger workforce outcomes.

Ready to modernize retail hiring? See how Eightfold and The Groove can help you hire faster, improve candidate access, and introduce AI with the scale, governance, and support retail demands. **Visit thegroove.io/partners-eightfold.**

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