

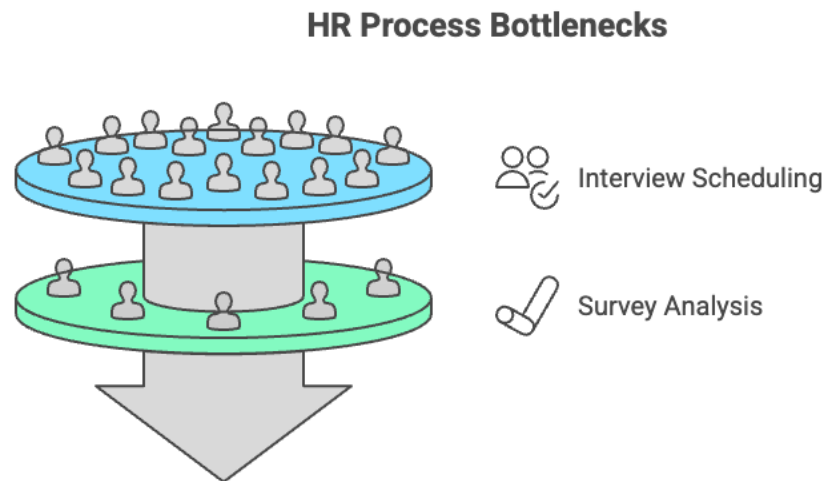
❑ Case Study: AI-Powered HR Copilot for Recruitment and Surveys

❑ Client Profile

A fast-growing technology company experiencing rapid hiring cycles and increasing employee engagement needs.

❑ Business Challenge

The HR team was overwhelmed by the scale of operations:



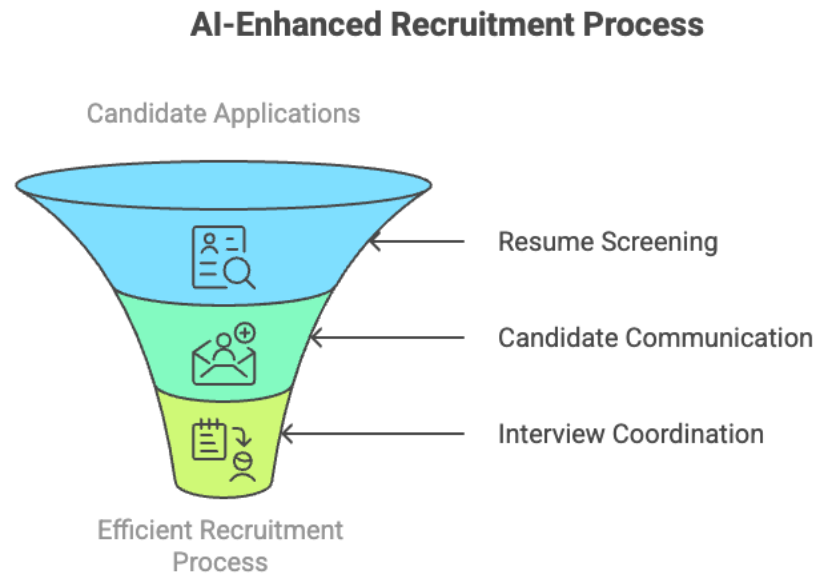
- Recruiters processed **hundreds of resumes per job posting**, leading to bottlenecks.
- **Interview scheduling** with hiring managers was inconsistent and time-consuming.
- **Employee engagement surveys** generated massive volumes of free-text responses, delaying response actions.

These manual processes led to **missed insights, slower hiring, and delayed HR interventions**. The company needed a scalable solution to automate recruitment workflows and extract real-time intelligence from employee surveys.

□ Solution Approach

We developed a multi-functional **AI-powered HR Copilot** to support recruitment and employee experience analysis.

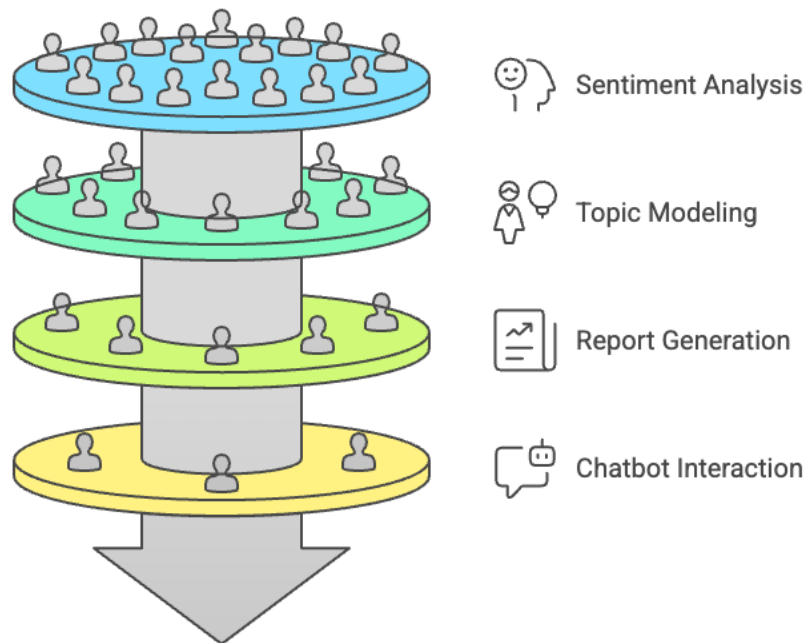
Recruitment Automation



- **Resume & Cover Letter Screening:**
 - Integrated with the company's ATS.
 - Utilized **GPT-4 + NLP classifiers** to extract qualifications, assess alignment, and assign a "fit score."
 - Bias mitigation implemented by prioritizing skills and experience-based keywords.
- **Candidate Communication:**
 - Automatically drafted personalized emails for interview invites and rejections.
 - Saved recruiters hours per week in correspondence.
- **Interview Coordination:**
 - Synced with calendars to suggest optimal interview times.
 - Generated tailored interview questions based on each candidate's resume and role requirements.

Survey Analysis & Employee Sentiment

HR Survey Analysis Process



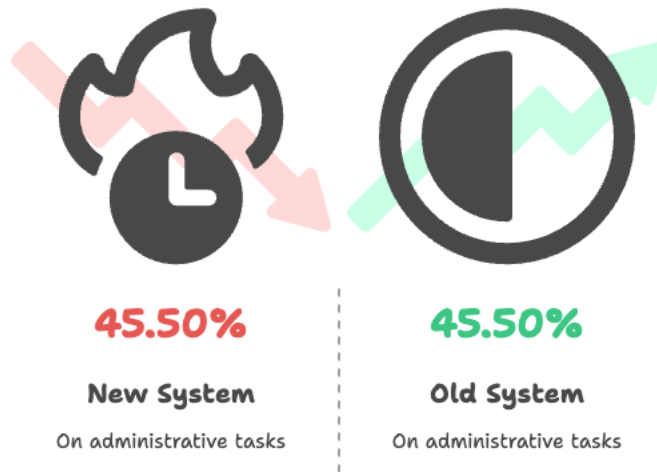
- Applied **sentiment analysis** using a fine-tuned transformer model.
- **Categorized responses** as positive, negative, or neutral.
- Used **topic modeling** to detect key themes like "leadership," "work-life balance," and "compensation."
- Produced detailed reports (e.g., "80% of comments about Management are positive...").
- Enabled chatbot interface for HR teams to ask real-time queries like:

"What were the top employee concerns in the latest survey?"

✓Results & Benefits

Recruitment Outcomes

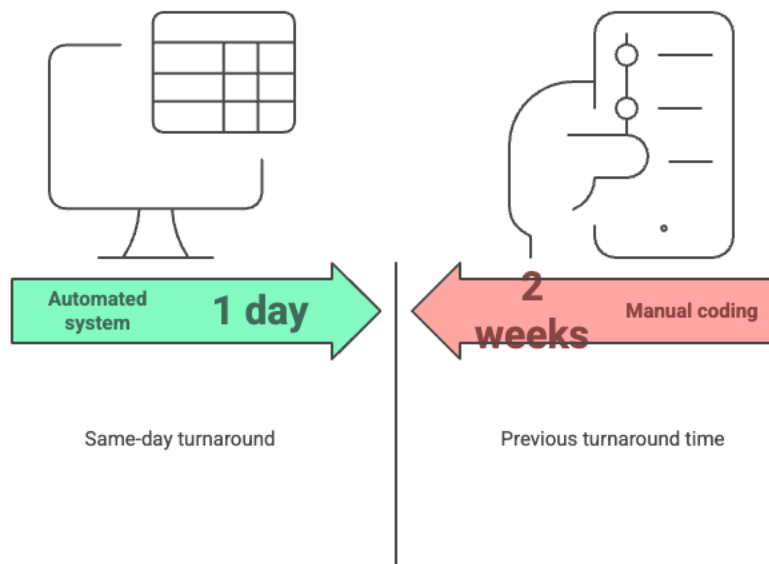
Time Saved per Month



- **Resume screening time** reduced from several days to **minutes per job posting**.
- **Time-to-hire decreased by ~50%**, accelerating recruitment.
- **Quality-of-hire improved:** new hires rated 10% higher in performance within 6 months.
- **Candidate experience enhanced**, with timely, personalized responses reflected in improved Glassdoor reviews.
- HR team **saved 20+ hours per month** on administrative tasks.

Survey Analysis Outcomes

Survey turnaround time



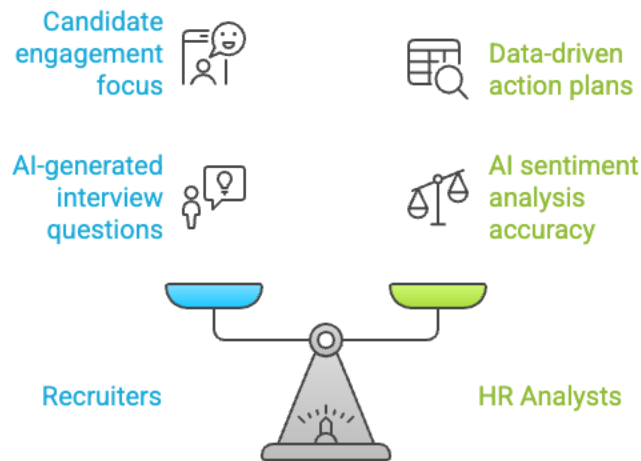
- Manual coding and summarizing surveys (previously 2–3 weeks) reduced to **same-day turnaround**.
- Enabled **real-time HR action**, e.g., resolving a workload issue in one department within a week of survey closure.
- **Employee engagement scores rose** in the next cycle due to faster issue resolution.
- **Comprehensive comment coverage** ensured no feedback went unaddressed.

☐ User Impact

HR staff began referring to the copilot as a **trusted team member**:

"It's like I got my very own assistant who preps everything—my candidate shortlist and suggested interview questions are ready when I start my day."

AI's impact on HR roles.



- Recruiters **focused more on candidate engagement** and collaboration with hiring managers.
- HR analysts crafted **data-driven action plans** and used the chatbot to drill into specific themes or example feedback.
- Initial skepticism about AI evaluating human sentiment quickly faded as the copilot's outputs proved **accurate, unbiased, and insightful**.
- Hiring managers praised the **quality of AI-generated interview questions**, which aligned well with what they wanted to explore.

□ What's Next

Encouraged by the success of the HR Copilot, the company is now expanding its capabilities to support:

- **Performance review analysis**
- **Training recommendations**
- **Ongoing employee development using AI-driven insights**

By automating the repetitive and scaling the strategic, the HR Copilot empowered the department to become a more impactful, agile partner in company growth.

