

# Best Practices for Communicating with Virtual Recruiter Riley

## Does Apex pre-screen with a Virtual Recruiter “Riley?”

Yes, Virtual Recruiter "Riley," harnesses cutting-edge algorithms to match candidates with job openings based on the specified requirements of the roles they've applied for, acting as the first layer of screening. Once an application is submitted, Riley initiates contact through email, text, or phone calls to carry out an automated preliminary evaluation. Following this step, Riley streamlines the communication process between applicants and the recruitment team by ensuring that candidates who have been successfully vetted by Riley are given priority attention.

## Why does Apex use a Virtual Recruiter?

Recruiters play a pivotal role in vetting candidates, building relationships, and finding the right talent to support our clients' projects and opportunities. Apex looked to Virtual Recruiter Riley to enhance the efficiency and scale of our communications. Due to increased candidate pools and fluctuating demand based on clients' needs, our recruiters are often operating at maximum capacity. Virtual Recruiter Riley helps us to manage that scale effectively, ensuring all applicants receive outreach in a timely manner and pre-vetting to ensure candidates who meet basic requirements are prioritized.

## What are the benefits of using Virtual Recruiter Riley?

Virtual Recruiter Riley enhances the recruitment process by seamlessly automating mundane tasks, which in turn, speeds up the hiring journey and optimizes the distribution of resources for recruiters. This innovation not only brings about significant efficiency and time savings but also ensures better alignment between candidates and job openings, alongside fostering enhanced interactions with applicants. In the current landscape, a mere 4-10% of job applicants have their resumes reviewed, and an even smaller fraction progresses to the interview phase. However, engagement with Recruiter Riley markedly boosts a candidate's likelihood of securing an interview or conversation with a human recruiter by an impressive 71%.

## Will I work with any other recruiters or only Virtual Recruiter Riley?

While Riley introduces more efficiency and scalability to the hiring process, our human recruiters remain integral to our approach. This dual strategy ensures that while technology handles the initial logistics and pre-vetting, our human team can focus on understanding and fulfilling the needs of our clients by focusing on pre-vetted and interested candidates.

## What happens if my call disconnects, or I miss my scheduled call with Virtual Recruiter Riley?

Virtual Recruiter Riley will follow up within 24 hours via text/email/phone to reschedule another time to complete your screening. You can also text or email Riley to schedule a time to talk.

## How can I ensure I receive calls from Riley?

Due to some phone carriers' policies on unknown numbers, there is a possibility that calls from Riley may be blocked or sent to voicemail. To prevent this from happening, we recommend saving Riley's number

in your contacts immediately after receiving the initial text message. This proactive step ensures that you can always receive calls from our Virtual Recruiter, enhancing your experience with us.

### **What are Riley's working hours?**

To accommodate your schedule as much as possible, Riley is available:

- **Weekdays: from 8:00 AM to 7:00 PM**
- **Weekends: from 9:00 AM to 5:00 PM**

These hours are designed to provide ample opportunity for interaction while respecting your time and availability.

### **Will Riley call me on holidays?**

Understanding the importance of personal time and observance of holidays, Riley is programmed not to make calls on holidays. Should you have a call scheduled the day before a holiday or on the holiday itself, please expect the call to be rescheduled for the following day. Our aim is to ensure communication is timely and respectful of your availability.

### **What happens if there is a long pause during the call?**

On occasion, a call might experience a long pause — specifically, if there is a silence of 20 seconds or more. In such cases, the call will be automatically disconnected to avoid unnecessary waiting or confusion. Immediately following this, you will receive a text notification informing you of the disconnection and prompting you to provide a suitable time for a callback. The current system does not support verbal prompts like "Are you still there?" to re-engage the conversation, but please be reassured that re-establishing communication is straightforward and encouraged.

### **What if I need more time when I'm talking to Riley?**

Recruiter Riley will disconnect the call after a 20-second pause, so simply say "**more time**" if you'd like more time to present your answer!

### **In Closing**

Our goal at Apex Systems is to ensure that interactions with our Virtual Recruiter Riley are as smooth and productive as possible. We understand that technology, while a versatile and powerful tool, may present unique situations requiring human insight. Should you have further questions or need assistance with your interactions with Riley, please do not hesitate to submit feedback via our 'Recruiter Riley Issue Tracker' here!

[https://forms.office.com/Pages/ResponsePage.aspx?id=Uahn2Ea\\_90eM1LdoRTxreEs4Isoln29DhZWfEFNZ99URE5ONlo4U1pRU05RNDIEWE9IN1A2UFJBMi4u](https://forms.office.com/Pages/ResponsePage.aspx?id=Uahn2Ea_90eM1LdoRTxreEs4Isoln29DhZWfEFNZ99URE5ONlo4U1pRU05RNDIEWE9IN1A2UFJBMi4u)