

CONDUCTING THE INTERVIEW

STEPS TO COLLECT AND ORGANISE INSIGHTS

These steps describe the activities involved in organising the interview, collecting the data and ordering it to generate meaningful insights.



CALL FOR APPOINTMENT

Called users from the list to ask if they can participate in user feedback session, what will be the right time and place.



SITE VISIT

Interviews were conducted at the client site, to have a clear understanding of how they work in their environment.



FEEDBACK ON MAIL

Interviewees were asked to list down their concerns and share it over a mail, which could also be shared with the customer support team, for issues which could be quickly resolved.



NOTES AND DOCUMENTATION

All the responses were written down to analyse further.



AFFINITY MAPPING AND CATEGORIZATION

Each response was written down and put up on a board using sticky notes. These notes were then rearranged based on similarity. This started forming groups of similar concerns.

RISHI RAMAN
RIPPLES INDIA

- Entry to middle level recruitments
- CSM → central database
- Small team
- Invoice management + Reports → Excel
- CSM + Excel + Outlook only.

CBIZ good PARSING

Candidate BIRTHDAY WISHES

EXCEL
↓
Client
↑
End
DATA SHARING

HOLISTIC SOFTWARE

IF system change MAILS not saved as draft.

maintaining a MAIL chain not possible

RANDOM REQUIREMENT GENERATION

- mass mail, CV comment
- all generates a new requirement

REPORTS not useful
Maintain different set of reports

INTERVIEW MANAGEMENT is difficult. Different companies have different processes.

POST ON SOCIAL MEDIA

- no # → goes as a sentence
- not SEO

PARSING not accurate
out of 1000 only 500 cvs passed others → error

INVOICE GENERATION
Excel + hardcopies
nothing on CSM

DUPLICATE PROFILE *
handling is difficult, if mapped wrong, delete, upload again & map

NO MAIL TRACKING
cut + paste opens another window

MAIL template not good
Can't put company logo
Small mail body area

NO autoforward MAIL
ex. when candidate not taking phone call mail should go automatically/ability to decide automatic replies

Can't attach another document with CV, while sending to client.
MAIL

NO CALENDAR SYNC
All interview scheduling on phone

NO NOTIFICATIONS & UPDATES

AKSHAY DATT
MYUNNATI

- Team works from home
- LinkedIn, Zoho + Hingjob + Prasara
- entry + middle level
- CSM usage → 3+ years

LINKEDIN ↑ Quality

Mandate follow up sheet → Prasara

imjob → easy actions (decision making)

Recruiter's Guide to Pitch to the client → to eliminate training need

Share Candidate Profile

- PERSONAL SCAN
- EXPERIENCE SCAN
- FITNESS ASSESSMENT

CHAT better candidate experience

LINKEDIN JOB ANALYTICS
when who applied, where they live

LINKEDIN AUTO SUGGEST matching candidates on post

Real time reports on DASHBOARD

LINKEDIN UPDATE ME updates regarding a requirement

FILTERS → CSM

Manage WORK ALLOCATION To recruiters → Prasara

CSM KEYWORD SUGGESTION 10% of Naukri

JOB DESCRIPTION SPACE → Can't write 3 character word

AUTO EMAIL as a default behaviour

long process to change * visibility → should be on first page

☆☆☆ rating not useful → skill based rating

long drop down Candidate → add to a requirement

Difficult to send CV to multiple clients.

Profile → NOT USEFUL
9858903471 → status → no mail prompt

NO option to define DEFAULT BEHAVIOURS even to admin

JOB ROLLS in CSM different with same name, coz no subcategories

CHARANPREET
BROCTAGON

- 14 House Recruitments
- HR → Outsourcing
- Recruiter mainly
- CSM + Excel

Feedback & Interviews
Need to attach a separate assessment form which is not possible

Dashboard
Real time updates + infographics user specific

Reports
different set of infographics reports required

CV & Details Updates & sharing
Not possible to maintain updates & share directly

Comments
automatically removed after 3 months

Duplicate Profiles
multiple copies are created

* HM & HR same
If HM & HR spoke are the same person, have to select recruiter → not possible
* particular case

Max. 21 recruiters
Can add max of 21 recruiters to a group why?

Calendar Blocking

3 axis Report
fact company → recruiter time

Communicator for Recruiters
Internal chat integrated with the software

Invoice Management
Integrated Excel Reports & Tracker

Live chat support
Help 24x7 feature

Bulk mailing
doesn't take recruiter's address, not possible to send in private mode

Share on Social Media
Doesn't show client's name, instead shows the consultancy

CV header & footer
If the consultancy wants to put header/footer tags, entire format changes

* Manage Employers
Problem with company description Section not clear??

Duplicate profiles
multiple profiles are created

Watermark
Suggestion

Keeping & sharing updated information is difficult

Spell check not proper
Upper = lower case randomly

GURPRIT
HIRETEK SOLUTIONS

- Mid to Senior level recruitments
- 6-7 employee organization
- Only CSM + Excel

INTERVIEW INSIGHTS

The data collected from the interviews was put together and rearranged to form groups, which are in essence different sections of the software. The data showed that CSM lacks few features which the recruiters are looking for, and also, there are some existing features which are not working well. All these insights are listed in the following table.

SECTION	WHAT IS MISSING IN THE SYSTEM	WHAT IS NOT WORKING WELL
<u>DASHBOARD</u>	<ul style="list-style-type: none">• Quick visibility of what is going on in the team• New features update	<ul style="list-style-type: none">• No. of positions, closure status, recruiter status• No customisation option
<u>JOBS / REQUIREMENTS</u>	<ul style="list-style-type: none">• Some intelligence in the system to help in posting similar jobs frequently• Job Analytics like LinkedIn• LinkedIn UpdateMe feature	<ul style="list-style-type: none">• Multiple jobs with the same name even if they are for slightly different roles, because there is no categorisation• Concept of requirement as a folder which can hold multiple jobs, candidates from different sources not very clear

SECTION

WHAT IS MISSING IN THE SYSTEM

WHAT IS NOT WORKING WELL

JOBS / REQUIREMENTS

- Mandate/requisition follow up sheet
- Separate LinkedIn, Twitter share while advertising the open role
- Post on social media with hashtags#, which increases Search Optimisation
- Standard form which can be used by recruiters to note down details of open position from HM / Client, which they usually do over a phone call
- Need more filters and requirements status – example: Hold , new, old , active

- Lot of junk requirements automatically created on each candidates folder upload, either through email or Career Site which makes handling requirements difficult
- Selection process varies from requirement to requirement but unable to change it for different requirements, can customize it only globally
- Not possible to delete old requirements and start a new requirement list

CANDIDATE SOURCING

- More sorting options on the candidate search result page such as sort on relevance, fresher etc., to quickly find most relevant candidates

- CSM search is not as strong as Resdex search. Shows a lot of unmatching profiles
- Bulk mailing to candidates doesn't have well defined mail templates

SECTION

CANDIDATE SOURCING

WHAT IS MISSING IN THE SYSTEM

- Option in CSM to directly fetch search results from Naukri's candidate database (Resdex) without having to login another system (Resdex)
- Ability to store future prospects as a separate folder
- Matching candidate suggestion on posting a job (as both the candidate database and job posting are on Naukri's platform only)
- Ability to quickly add candidates from other portals and social media
- Unable to add candidate without email

WHAT IS NOT WORKING WELL

- When you go to add profile(candidate) from requirements it shows the select requirement option although you are already inside a requirement
- Collect response on another FTP server isn't useful
- System shows candidate search result tuples scrolled by a recruiter as the number of CVs viewed, which isn't true in real world as he might not have even cared to open the profile
- Multiple profiles created for same candidate if he applies for more than one role
- Parsing is not accurate
- Star ratings not useful, should have some parameters assigned

SECTION

WHAT IS MISSING IN THE SYSTEM

WHAT IS NOT WORKING WELL

CANDIDATE PIPELINE & SELECTION PROCESS

- Interview Scheduling and tracking – Calendar blocking, notifications, timeline, feedbacks
- Consultancy logo while sharing CVs with clients (for consultancy recruiters)
- Alerts when trying to share the same CV again with client (for consultancy recruiters)
- There should be notifications when anything related to CVs in CSM(my database) gets updated on Resdex(Naukri's database)
- Show matching profile as per personality match, experience match, and fitment match

- Too many options and un-customisable selection process
- Not able to set limit in backup CVs according to star rating
- Default selection stages not fit to context
- Trackers – Top 10, Top 20, What are these options ?
- Only power comments on a CV can be searched, other comments can't
- Interview management difficult with existing options
- Difficult to send CVs to multiple clients

SECTION

WHAT IS MISSING IN THE SYSTEM

WHAT IS NOT WORKING WELL

REPORTS & INVOICE MANAGEMENT

- Graphical reports
- Invoicing solution

- Reports are not good, it's a tedious process to generate a report every time. Not very clear what different types of reports actually mean
- Difficult to keep track of details shared with the client which is later required for invoicing
- Manage Employees section- problem with company details

COMMUNICATION WITHIN TEAM & WITH THE CANDIDATE

- Chat or integration with messaging for reaching out to candidates
- Integration with outlook for unified mailing experience and two way mail sync
- Allow attachments while forwarding mails to the client company

- Mails lack personal touch, format is not good
- No BCC in mails, difficult to track
- No Auto-forward mail when using customised selection process and setting candidate status other than the ones predefined

SECTION

WHAT IS MISSING IN THE SYSTEM

WHAT IS NOT WORKING WELL

COMMUNICATION WITHIN TEAM & WITH THE CANDIDATE

- Maintain communication threads
- More email templates with better format and content
- Broadcast messages or any way to send across a piece of information to all the team members

- If system hangs, mail are not saved as drafts
- Maintaining a mail chain isn't possible
- Small mail body area which has to be scrolled for typing
- Comments automatically removed after 3 months

ALERTS & NOTIFICATIONS

- Alert for faults and pending actions
- Provide alerts upon addition of a new feature
- There should be notifications when anything related to CVs in CSM(my database) gets updated on Resdex(Naukri's database)
- Allow addition of tasks and reminders

- No contextual notifications or updates

SECTION

WHAT IS MISSING IN THE SYSTEM

WHAT IS NOT WORKING WELL

SYSTEM HELP

- Need Live chat support

- Video tutorials are not really helpful

WORK ASSIGNMENT & COLLABORATION

- Ability to assign specific roles and task

- Long process to change visibility, turning visibility is not same as assigning a requirement but the system uses this concept
- No option to define default behaviours
- Difficult process when HR and HM are the same
- Maximum only 21 recruiters can be added