

The Ultimate Guide to **Automated Interview Scheduling**



Interview scheduling: An introduction

Interview scheduling is arranging a time and place for a job candidate to meet with a potential employer. This usually involves coordinating the schedules of multiple parties, such as the candidate, the hiring manager, and other members of the interview team. The goal of interview scheduling is to find a convenient time and location that works for everyone involved. It is a crucial step in the recruitment process as it helps to ensure that both the candidate and the interviewer are available at the same time and place and that the interview is conducted in a timely and efficient manner.



Recruiters use multiple channels to schedule interviews, including email, phone, messengers, etc. Email is one of the most common methods as it allows for easy communication. Recruiters use phone calls to engage with the candidate and to make sure that they attend the interviews. In addition, there are several online interview scheduling tools, both stand-alone or those that come as part of recruitment automation platforms, for easy scheduling, which reduces the risk of missed or rescheduled interviews.



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Key challenges to scheduling interviews

Scheduling interviews manually can be a time-consuming and frustrating process. Recruiters must coordinate with multiple stakeholders to find a time that works for everyone and need to make sure there is no cancellation or rescheduling. If someone can't make it, then recruiters must start over and go through the whole process again.

Manual scheduling for interviews can cause chaos and inconsistency when dealing with many candidates and positions. The time spent on routine tasks such as phone calls, emails, and chats decreases the time available for building meaningful relationships with candidates and moving them through the hiring process. More time spent on scheduling interviews also means that recruiters have less time to focus on important aspects such as providing a positive candidate experience. Given the cost, time, and resources that are wasted by manual methods, recruitment teams need an automated solution to address this issue.



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Here are some common challenges most recruiters face when scheduling interviews:



Coordination:

Coordination is a crucial concern for recruiters when scheduling interviews with candidates and hiring managers. Attempting to find a suitable time, communicating the information and prerequisites, and making sure everyone attends the interview on time without fail, can all be a frustrating process.



Limited availability:

Stakeholders may not have availability on their calendars, making it difficult to schedule an interview. This can be especially challenging with executive-level candidates and C-level hiring managers.



Time zone differences:

With the rise of remote work, it has become common for organizations to have a dispersed workforce. This can make scheduling interviews a challenge, as the interviewer and candidate may be in different time zones. This can lead to difficulties in finding a convenient time for the interview.



Large communication threads:

Coordinating interview schedules requires multiple correspondences comprising large e-mail and message threads and even multiple telephonic conversations with several candidates. Often, this drowns relevant information in the clutter and prevents recruiters from keeping track of the status of interviews with different candidates.



Coordinating multiple interviews:

Some positions may require multiple rounds of interviews, each with different interviewers. Coordinating these interviews can be a complex task, especially if the interviewers are in different locations or have conflicting schedules.



Scheduling back-to-back interviews:

Recruiters may have to schedule interviews back-to-back based on the stakeholder's availability. If the candidates show up late, or if meetings run over, or unexpected technical glitches occur, they can cause the rest of the interviews to get thrown off course.



Communication:

Miscommunication between the interviewer and the candidate can lead to confusion and scheduling errors. This can be because of language barriers, unclear instructions, or technical issues with the scheduling software.

Understanding automated interview scheduling

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Automated interview scheduling refers to the use of technology to coordinate and schedule interviews between candidates, recruiters, and hiring managers. This can include software platforms that automate tasks like shortlisting interview times based on calendar availability, sending calendar invites, booking conference rooms, sending reminders, tracking responses, etc. The goal of automated interview scheduling is to streamline the scheduling process, making it more efficient and convenient for candidates, recruiters, and hiring managers.

Automated interview scheduling platforms enable candidates to schedule interview time on the recruiter’s or hiring manager’s calendars. It also provides a detailed view of recruiters’ calendars to the candidates so that they can select the time that works best for them and book it directly. The software will then send out confirmation emails and reminders to both the candidate and the recruiter. This ensures that everyone is on the same page and that the interview is more likely to take place. Automated interview scheduling not only reduces no-shows but also speeds up the hiring process.

How does it work?

With an automated interview scheduling system, the stakeholders can make their availability and preferences known one time, and the system handles the rest. It will find a time that work for everyone and send out invitations automatically. If someone must cancel or reschedule, the system will automatically find a new time that works for everyone. It means less time wasted on email chains and phone calls, and more time spent on finding the right candidates for the job and establishing meaningful relationships with them.

Automated interview scheduling can also help in avoiding potential conflicts and misunderstandings. When multiple stakeholders interact through different communication channels such as email and phone calls, it's easy for things to get lost in translation. With an automated system, everything is laid out clearly and there's no room for misunderstanding.



Stakeholder benefits of automated Interview scheduling



Candidates: User-friendly, convenient, superior experience

Candidates can view the available interview slots in real-time and select their preferred slot at the click of a button. This eliminates manual work, such as checking recruiters' or managers' availability and scheduling an appointment. As a result, it reduces the time it takes to set up an interview. The entire scheduling process is user-friendly, as simple as selecting a slot that works for them.



Recruiters: Reduces time-to-hire, increase efficiency

For recruiters, it is just a matter of setting up the platform and letting it do the work for them. Automated interview scheduling streamlines the complex scheduling process, enabling recruiters to manage a complex, ever-changing interview schedule for candidates and hiring managers. The platform eliminates back-and-forth communication and saves time on manual follow-ups with the stakeholders, freeing up more time to build meaningful relationships with candidates. Interview scheduling platforms enable recruiters to guide candidates throughout the recruitment process, providing an exceptional candidate experience at every step.



Hiring Managers: Increases efficiency, saves time

Hiring managers work with recruiters to hire new talent. Too many manual interactions with other stakeholders can affect their productivity. Automated scheduling platforms integrate their calendars with that of other stakeholders and automate the scheduling without the hiring manager's intervention. This saves hiring managers time and helps them become more productive and efficient, which will also reflect in the quality of new hires.



Talent acquisition heads: Accurate decision-making, streamline the process

Automated interview scheduling platforms provide complete visibility into every aspect of the interview scheduling process. It helps the talent acquisition head to identify inefficient processes and replace them with suitable solutions. The comprehensive analytics dashboards that come along with the platforms help talent acquisition heads to analyse the current process, benchmark it against the standard procedures, and implement a proper process to build a streamlined talent acquisition process at scale.

How an automated interview scheduling platform can help recruiters?



Synchronisation

Automated interview scheduling can synchronise the calendars of recruiters, hiring managers, and candidates to manage interview schedules and display availability as slots. It ensures consistent engagement with candidates and eliminates the need to contact all related parties manually to discover expected availability.



Candidate freedom

Automated interview scheduling enables candidates to schedule interviews without waiting for the recruiter to get back to them. It saves both time and effort for everyone involved in the recruitment process, allowing multiple candidates to get interviews scheduled without any back and forth efficiently.



Rescheduling

The software handles the rescheduling process if a candidate or a hiring team member is unavailable at the predetermined date or time. Both parties can pick a different slot for the interview based on availability and change the time of the interview.



Multi-tasking

An automated interview scheduling solution enables recruiters to schedule several interviews simultaneously. It is especially beneficial if the recruitment team is small and doesn't have enough resources to cover the workload.



Automated Reminders

When scheduling interviews, recruiters have to remember when the interaction is set to happen - it is essential for both the interviewer and interviewee. Here, automated interview scheduling solutions help provide timely reminders about upcoming interviews to prevent any lapses.

Why do organisations need automated interview scheduling?



Automated Interview Scheduling platforms enable organizations to automate routine, clerical, and manual efforts, thus speeding up the process, achieving reduced time-to-hire, and enhancing the candidate experience.

Preserving time as a resource

Scheduling interviews is a time-consuming and cumbersome activity requiring a lot of effort from recruiters. Often, recruiters must handle multiple candidates and various hiring managers for several positions within the organisation, coupled with limited time slots from both parties. Continuous back-and-forth communication with candidates through different communication channels takes away a lion's portion of the recruiter's time and effort, affecting recruitment efficiency.

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Improved candidate experience

Automated interview scheduling can play a role in improving the candidate experience by streamlining the scheduling process and reducing the need for back-and-forth communication between the candidate and the hiring team. This can lead to a more efficient and convenient scheduling process for the candidate, which can improve their experience and perception of the company. Additionally, automation can also reduce the risk of scheduling conflicts or delays, further enhancing the candidate experience.

Better experience for recruiters

Automated interview scheduling helps recruiters manage schedules by syncing calendars based on the candidates' responses – enabling recruiters to handle many candidates simultaneously. Further, since the software takes care of reminders, recruiters do not need to communicate manually with interviewers and interviewees to send out prompts.

Reduced time for scheduling interviews

Automated scheduling enables unhindered engagement with candidates, allowing recruiters to instantly schedule interviews when an ideal candidate is found – no delays or redundancies.

Reduced candidate drop-off

Automatic interview scheduling removes barriers between recruiters and candidates. It also reduces long communication trails to a mere selection of slots, ensuring candidates get confirmed opportunities to connect with the organization almost immediately. As candidates can self-schedule and reschedule interviews, drop-off rates reduce dramatically.

Best practices for implementing automated interview scheduling

Give clear instructions:

Give step-by-step guidance on how to use the automated system to schedule an interview. This will help applicants use the system effectively and prevent confusion or frustration.

Provide a range of choices:

Give candidates a choice of times and scheduling alternatives for their interview. This will make it easier for applicants to choose a time that suits them.

Send reminders and confirmations:

Automated reminders and confirmations can help guarantee that candidates are aware of the time of the interview and lower the possibility of no-shows.

Allow for flexibility:

Give applicants the option to reschedule or postpone an interview as needed. This will better their experience and ease their frustration.

Integrate with your calendar:

Make sure that the automated scheduling system is integrated with the recruiter's and hiring manager's calendars so that it can automatically block off the scheduled interview time and avoid conflicts.

Test the system:

Before rolling out the system to candidates, test it to ensure its functioning is as expected, and iron out any kinks in the process.

Monitor and track the system:

Continuously monitor the system performance and track its usage to identify any potential issues and make necessary improvements.

Communicate with candidates:

Communicate with the candidates throughout the process and respond promptly to any questions they may have.

Make sure the system is accessible:

The automated scheduling system should be accessible to all candidates regardless of their abilities or technical expertise.

Personalize the experience:

Personalize the scheduling process for the candidate by using attributes such as their name, job applied, location, language preference, etc., and provide them with a personalized link to schedule an interview.

Conclusion

In conclusion, automated interview scheduling is a necessary tool for any organization looking to improve its recruitment strategy and stay competitive in today's job market. It offers a multitude of benefits for companies seeking to make their interviewing process more efficient and effective. It allows for greater flexibility and convenience for both the employer and the job seeker, enabling faster and more efficient scheduling of interviews. With the right interview scheduling platform in place, organisations can reduce the cost and hassle associated with booking interviews while creating a great experience for both recruiters and candidates alike.

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