

eBook

AI that transforms your candidate experience.

Workday Paradox Candidate Experience Agent



Hey Alisha! We're so excited to offer you the Crew Member role. Accept your offer below:



Crew Member Offer
olivia.paradox.ai



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What sets us apart.

With intelligent automation, two-way texting, candidate qualification, and interview scheduling, organizations around the world save time with conversational experiences that candidates love.

Note: Workday Paradox Candidate Experience Agent includes entitlement to the Paradox Career Site Builder.



Increase your competitive advantage with purpose-built AI agents that create great experiences for everyone.



Leverage AI safely and responsibly with Workday as the source of truth. We use Transparent AI that never makes autonomous hiring decisions.



Boost productivity, eliminate waiting, and cut hiring process waste – saving your team time, money, and frustration.



Conversational Apply

- Chat & Text-to-Apply
- Automated Screening
- Candidate Sourcing
- 1:1 Texting & Messaging
- Multilingual Experiences
- Employee Referrals
- Recorded Video
- Chat to CRM



Conversational Scheduling

- Automated 1:1 Scheduling
- Rescheduling & Reminders
- Panel & Group Interviews
- Interview Prep
- Interview Feedback
- Browser Extension
- Calendar Negotiation



Conversational Career Sites

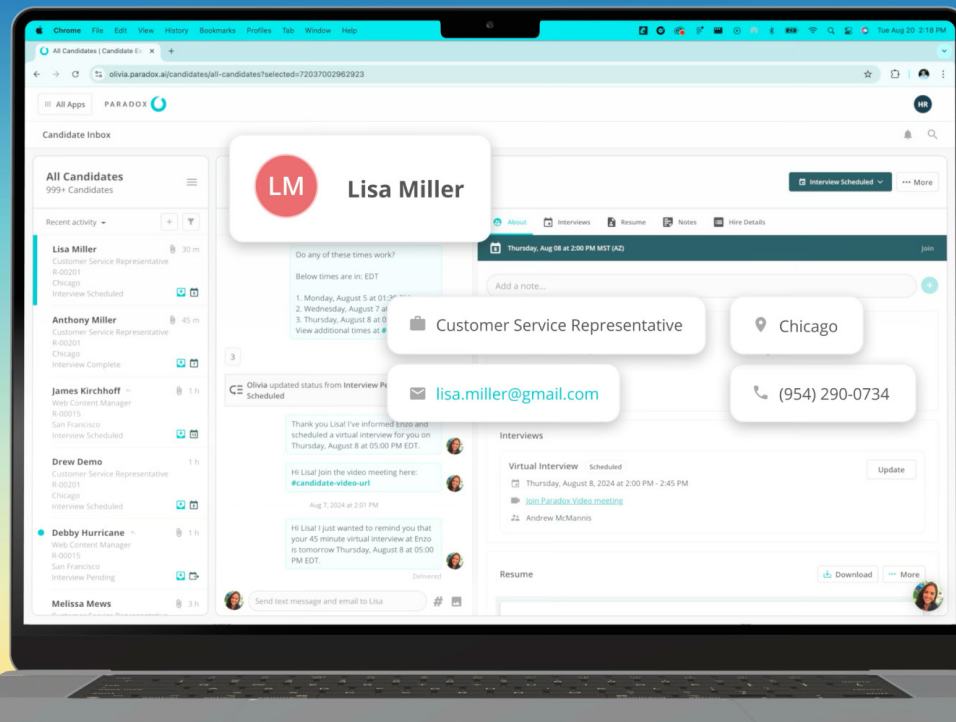
- Custom Career Sites
- Dynamic Content
- Advanced Job Search
- Resume Matching
- Analytics & Reporting
- Mobile-Optimization
- Internal Career Sites



Hiring Team Experience

- Real time bi-directional integrations
- Choice of user experience for different personas
- Mobile app designed for frontline hiring teams
- Workday as system of record
- Streamlined candidate and job management
- Offers and onboarding

Conversational Apply





Convert more applicants to spend less.
See an **86% conversion rate** with Paradox.

Chat & text-to-apply.

Instantly qualify candidates.

Applicants start the application & screening process through SMS, WhatsApp, or Facebook Messenger whenever they want, and can resume at another time if something comes up.



Automated screening.

No logins, passwords, or accounts needed.

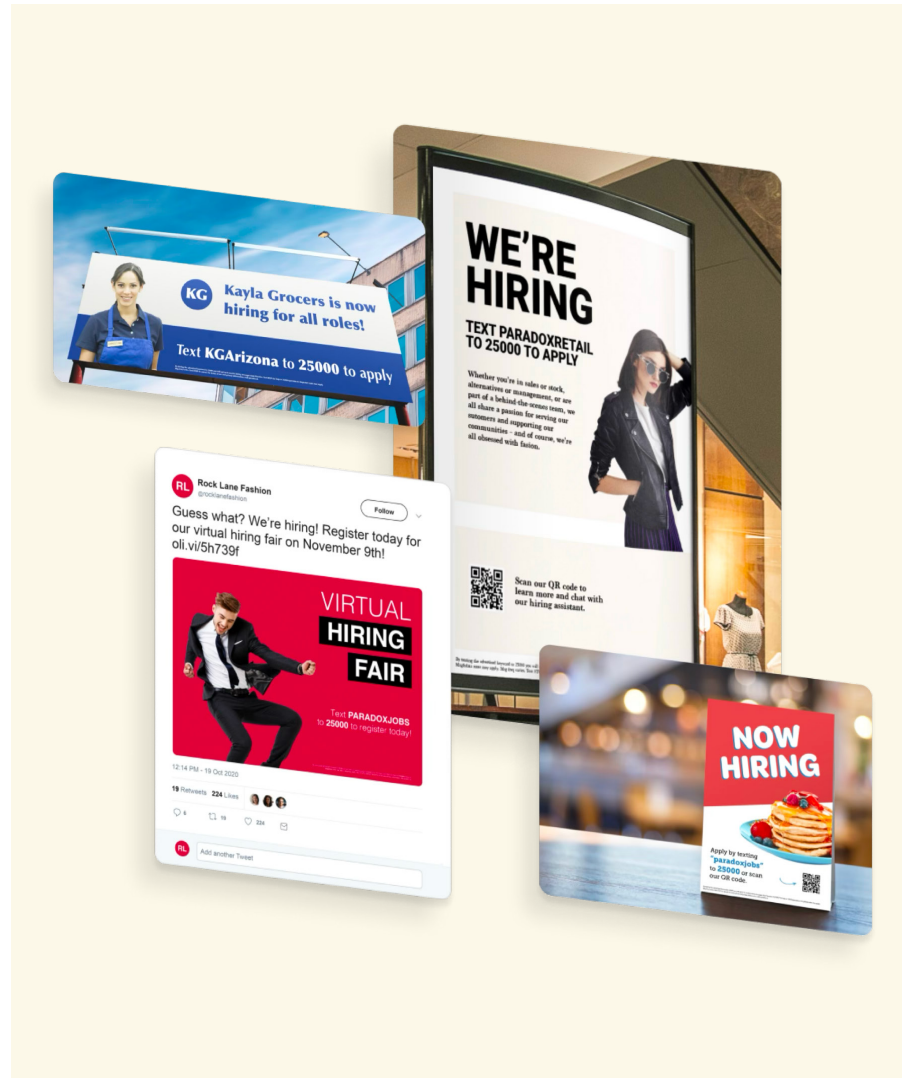
Save hours of manual screening by automatically capturing information that can instantly qualify whether candidates meet minimum qualifications or job requirements.



Job advertising.

Actionable recruitment marketing.

Advertise keywords and short codes to capture job seekers via SMS, WhatsApp, or chat, right when they're interested — eliminating clunky ATS redirects to increase application conversion by more than 5x.



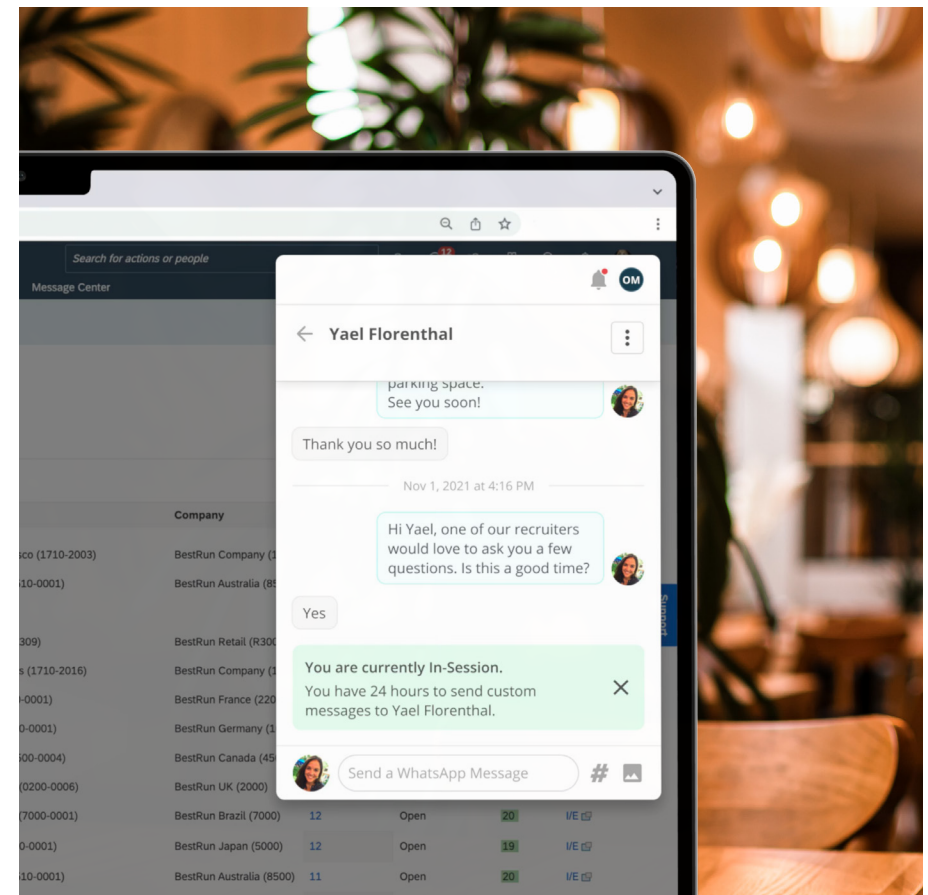
Reduce labor and return time – quickly.

\$2M saved in less than 6 months. For real.

1:1 texting & messages.

Keep a human in the loop.

Utilizing our browser extension, enable your recruiters to text or chat directly with candidates, without having to use their personal phone.





Elevate what candidate experiences can be.

See candidate satisfaction skyrocket to 98%.

Multilingual experiences.

Hiring globally? Olivia can be your translator.

Candidates can apply for jobs in their native language, making the language barrier a thing of the past. Your AI Assistant can detect 100+ languages and automatically translate messages for candidates.



Employee referrals.

Your best people know the best people.

Make it easy for your best employees to refer their network. Your AI assistant will instantly reach out to the candidate to screen them for requirements.



Referred candidates cost less. That's just a fact.

60% decrease in cost per applicant.



Be available anytime 24/7, 365 days a year.

35% of applications happen after the 9-5.

Recorded video.

See the best side of every applicant.

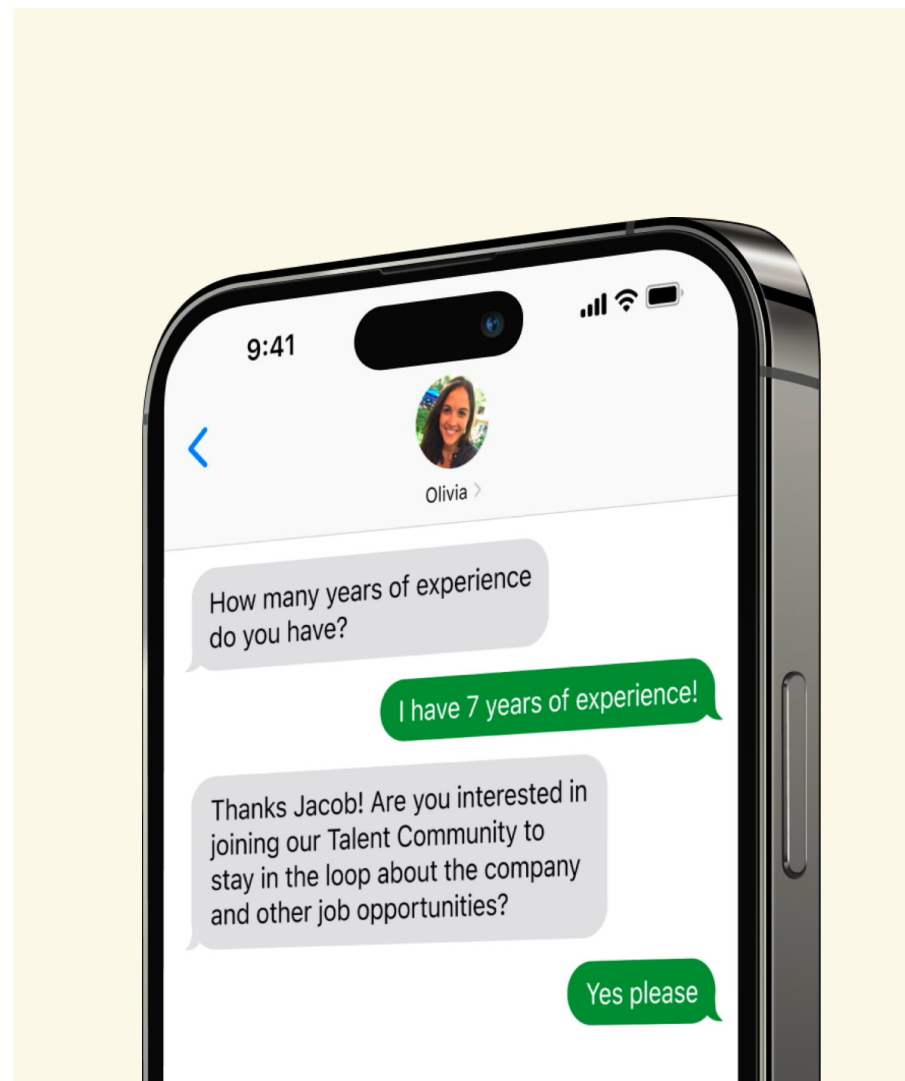
Video isn't just great for interviews. It can also be a quick way to learn more about a candidate before the interview. Capture video responses right in conversation as part of the application, or as a follow-up when it's complete.



Chat to CRM.

Build pipeline by capturing leads into your CRM.

Capture interested job seekers and pre-qualify them before they enter your CRM. Keep in touch with passive talent and notify them when a relevant role opens.



Conversational Scheduling



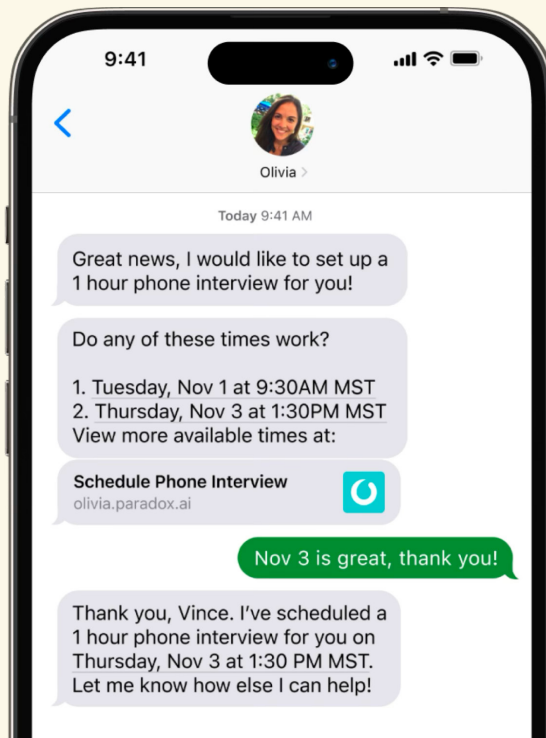


Automate scheduling for any interview, anywhere.
Schedule interviews in 3 minutes (or less).

Automated 1:1 scheduling.

The world's fastest interview scheduling experience.

Paradox syncs directly with your recruiters' and hiring managers' calendars — and then our AI Assistant sends qualified candidates open interview times via SMS, WhatsApp, chat, or email.



Rescheduling & reminders.

Eliminate calendar conflicts with easy rescheduling.

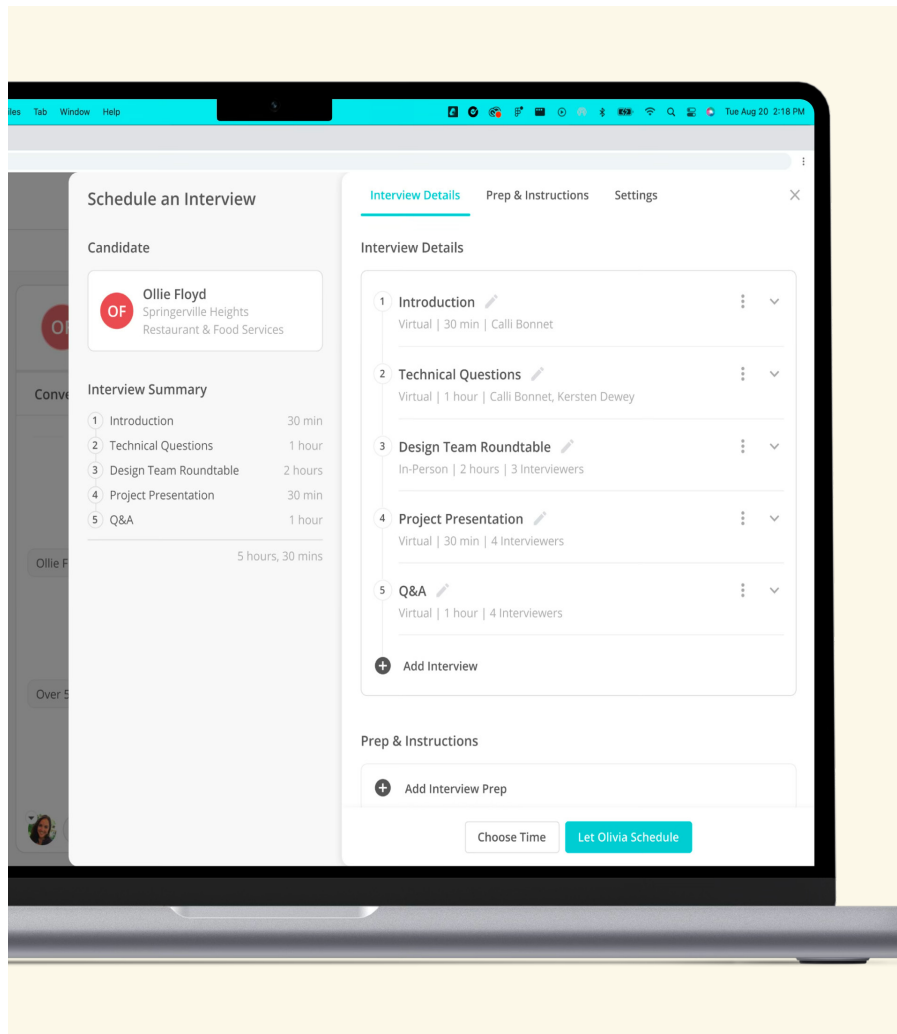
Paradox takes on the burden of high reschedule rates. Our AI Assistant can manage it all — helping managers or candidates reschedule (and always sending interview reminders).



Panel & group interviews.

Take the complexity out of scheduling interviews.

Easily schedule multi-person, multi-location interviews –across time zones – without even having to think about it. Paradox's AI Assistant can handle the most complex interview scenarios — syncing multiple calendars, sharing open times, and even booking rooms.



Simplify even the most complex interviews.

35,000+ hours of recruiting work saved annually.

Interview prep.

Help candidates put their best foot forward.

Send interview prep materials to candidates and hiring managers to ensure they're ready to make the best first impression.





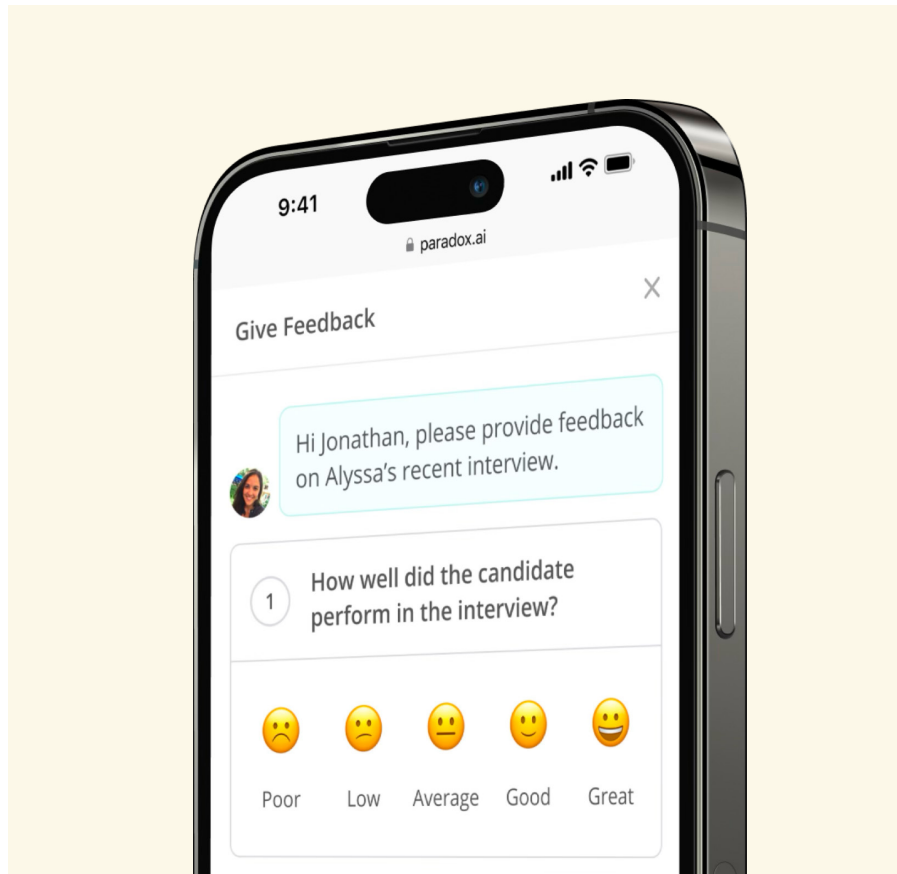
Engage candidates to keep them warm.

See an **40% decrease** in no show interviews.

Interview feedback.

Better feedback means better candidate quality.

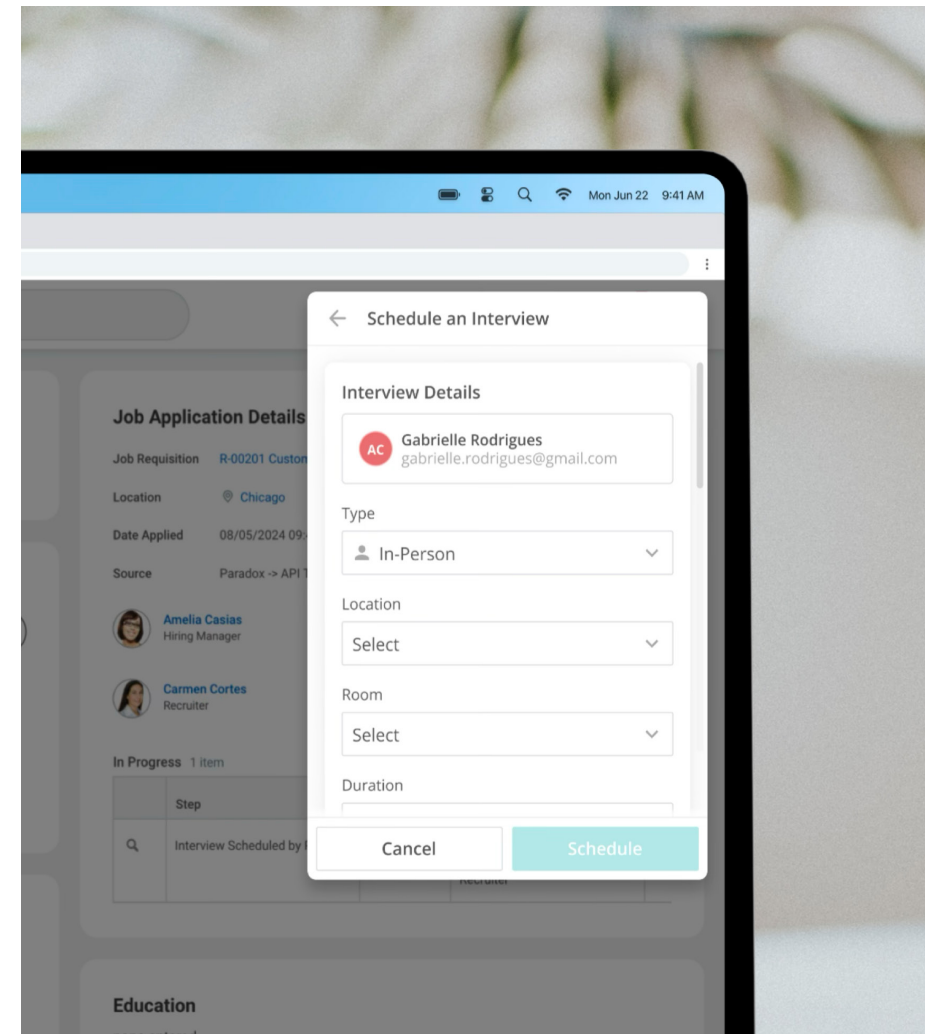
Put an end to tracking down hiring manager interview feedback — our AI Assistant can automatically prompt interviewers to provide feedback on candidates directly after an interview concludes.



Browser extension.

Complete scheduling tasks from wherever you work.

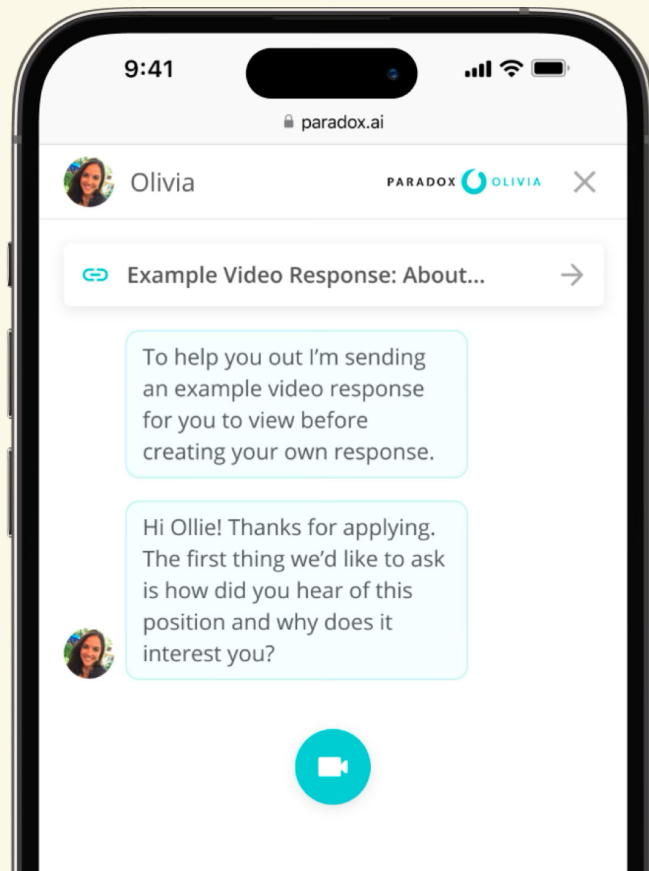
Complete actions like interview scheduling and rescheduling, directly from your browser – no need for multiple screens or tabs. Move candidates forward in the hiring process with a bi-directional, real-time integration with Workday Recruiting.



Recorded interviews.

Put a face to the name with a recorded video.

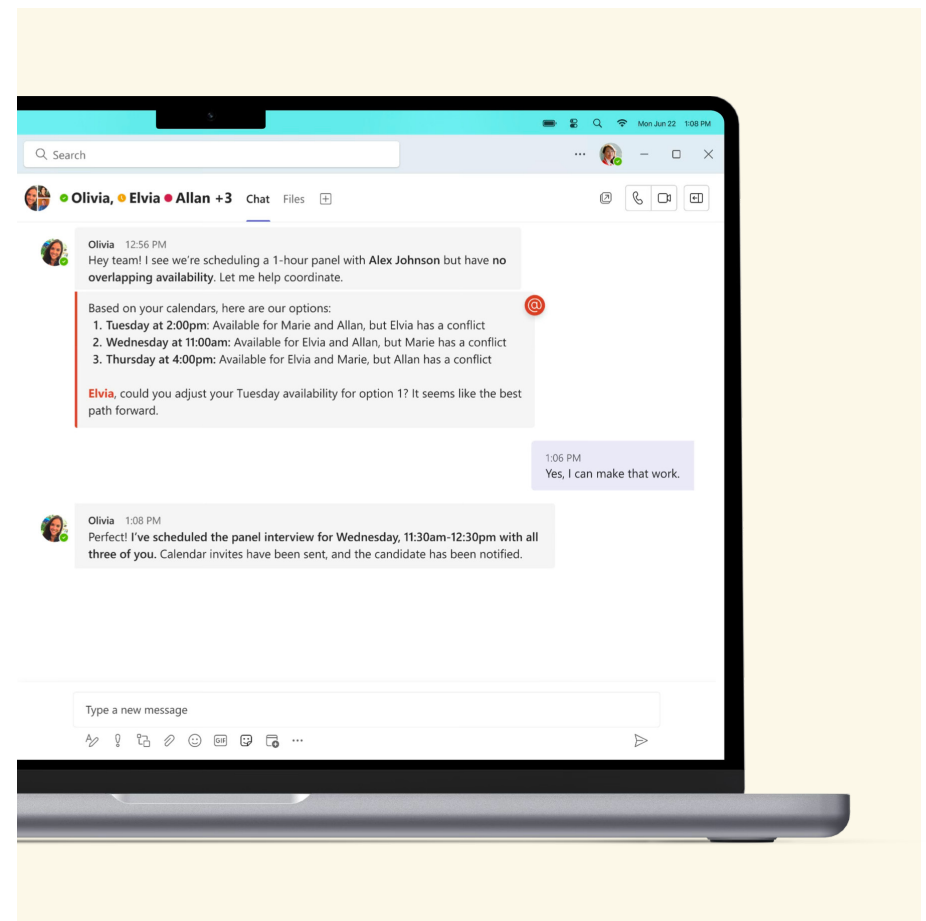
Video isn't just great for interviews. It can also be a quick way to learn more about a candidate before the interview. Capture video responses right in conversation as part of the application, or as a follow-up when it's complete.



Calendar negotiation.

Integrate directly with your calendar of choice.

Quickly link your calendar to start scheduling interviews automatically – and customize your availability down to the minute. Your AI Assistant can read your calendar and navigate complex schedules to find the right interview time for every stakeholder. Integrate with Microsoft Teams to instantly notify your hiring teams where they already work.



Customer quotes.



Our recruiting assistant's name is a Ava Cado and her primary responsibilities as an employee of Chipotle are answering questions to potential candidates about our culture, our benefits, our hiring practices, as well as coordinated interviews, screening candidates for basic minimum qualifications like age and employment authorization. And then helping our general managers extend and getting candidates to accept their offers and then kicking off all the business processes and Workday.

We're already seeing much more granular data like higher application conversion, but also things like the time it takes to get from one status to another. To be able to dial into those stages of the candidate experience will unlock a lot of insight in terms of our future roadmap. But then also just again, that ability for managers to access data at their fingertips because what they're graded and expected to deliver on will be a huge unlock not only for them, but also for just the way that we think about staffing, reporting and predictive analytics around seasonal hiring.

Chad Hewitt
Sr. Product Manager, Chipotle



Being able to not have to think about scheduling and to know that it will happen — It's a huge cost and time saver. You can't put a value on how this experience has been a game changer for our candidates and recruiters. To have the languages deployed and for the candidates to have somebody reach out and it automatically understands the language of speaking — it creates a local experience.

And on top of all that, to get a tool that can overlay on top of Workday and free up time for recruiters to talk to people, that's a no-brainer.

Seema Shah
Global TA Operations Manager, Johnson Controls



Customer quotes.



Historically, we scheduled about a hundred interviews per week manually through both our team of recruiters as well as a couple of dedicated interview specialists. When you're in the healthcare industry, there's anything but regular business hours. It needs to be a 24/7/365 operation. We were not there to talk with the people we were trying to hire.

Olivia is really helping our recruiters do work. It's not just another tool they need to interact with. The right tools don't necessarily need a higher degree of interaction, they augment the way we do work, and are respectful of the roles they have to perform. Olivia demonstrates to our team that we want them to spend time on the activities they want to spend time on rather than the trivial tasks.

Olivia gives recruiters the opportunity to do the things they want to do, the opportunity to work on more value, add consultative conversations, and spend less time doing administrative tasks.

John Higgins
VP of Talent Acquisition, Essentia Health



Paradox is the first solution that really knew how to do high volume recruitment; it's been a game changer for us. When it came to interview scheduling, we had a lot of no-shows because by the time candidates got scheduled — they had found jobs elsewhere.

Conversational AI has been earth shattering in how we do the entire recruitment process, for candidates and managers. I think the coolest part is that we're able to give back to our store leaders over thousands of hours back a week. They can dedicate that time to what they need to do for their stores since a lot of the hiring process is now automated. They can now refocus and repurpose to more important things that they need to do to run the stores, it's amazing.

Sr. Director
Global Chain of 80,000+ convenience stores

Let's talk numbers.

We're creating magical moments for customers daily, and here are some numbers to back up those magical moments.



75%
decrease

in total time to hire.



100%
increase

in total applications.



33%
decrease

in time to apply.



\$2M
saved

annually with automation.

Want to learn more?

Your path to faster, simpler hiring is about to begin...

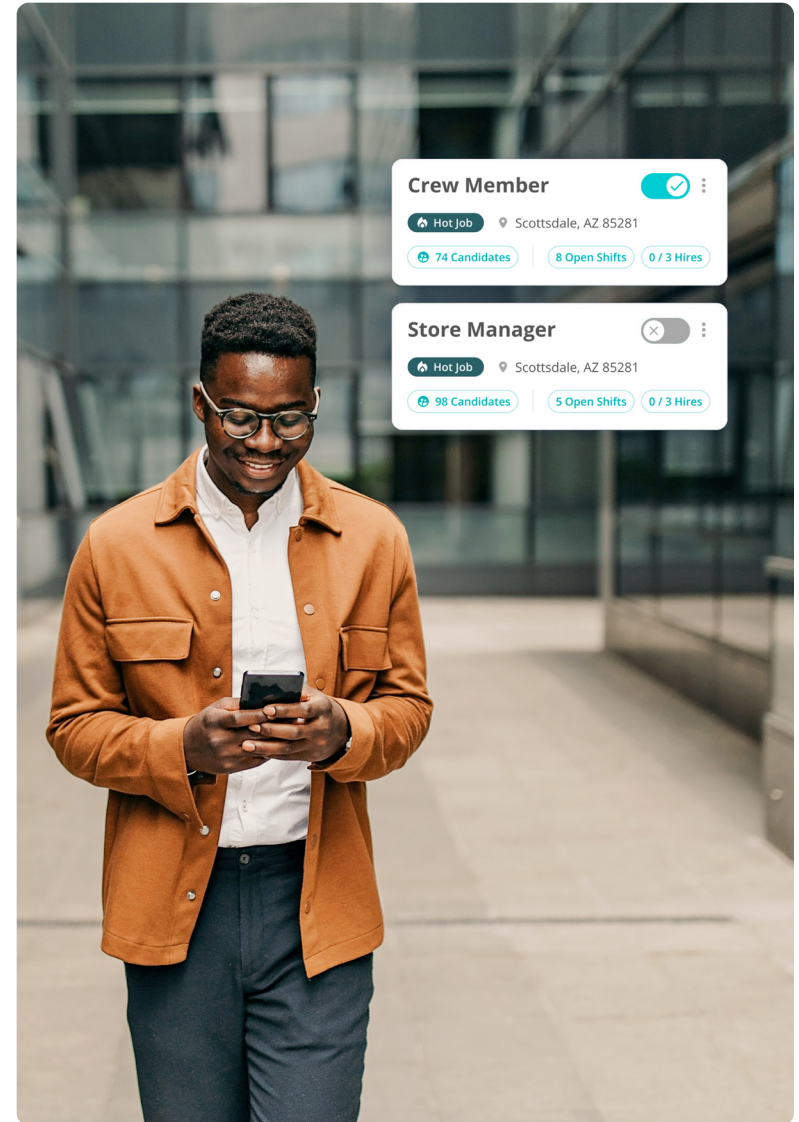
Learn how you can achieve:

- 82% decrease in time to hire
- 93% candidate conversion on conversations
- 50% decrease in job advertising spend

We work with some of the world's largest brands:



Please contact us at workday.com/contact to learn more.



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