

Direct to Interview - External FAQs

Make your applications work harder for you, remove the friction from your application process.

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Getting Started with Direct to Interview

What's Direct to Interview?

We've removed friction from the application process by qualifying applicants as they apply. If they meet your qualifications they can schedule an interview within their application session.

How does it work?

Admins will create a new section in the application for qualification questions and managers will create their own calendar of availability for interviews. Applicants will be presented qualification questions in the application. If they answer all qualification questions correctly, they will be immediately invited to schedule an interview.

When is it available?

Today! This feature launched on June 23.

Is there any cost associated with Direct to Interview?

No - it's included at no charge as a part of the ATS.

How does this help my hiring?

Direct to interview increases the number of interviews you get and decreases your time to hire by removing the need for manager's to review applications. Candidates will instead be qualified, based on the qualifications you set (within the application!) and then immediately invited to interview.

How do I get started?

You will need to activate Direct to Interview under General Settings. This will make the **Qualifications section** appear in the applications you have available for setup.

- Admins need to take this action to add qualification questions for the locations and positions they want to use Direct to Interview for.
- Once the Admin does this, the manager's calendar will become available to allow them to schedule interview time slots.

Your Guide to Qualification Questions

What are qualification questions?

Qualification Questions is a new section type in the job application. They determine if an applicant can be invited to immediately schedule an interview when they complete the application.

How many qualification questions can Admins set up?

Admins may set up as many qualification questions as desired; however, the less questions you have the more interviews you'll get. It's best to have 3-5 questions focused on the make or break for the job and avoiding subjective questions (Ex: "Passionate about serving customers?")

Can more than one set of qualification questions be created?

Yes - creating and applying qualification questions to a position/location will work the same as creation of the other sections offered in the PeopleMatter job application. Admins will be able to create the section and choose the positions and locations it applies to.

Where should qualification questions be placed on the application?

Determining if the applicant is qualified for an interview occurs upon submission of the application - so where the qualification questions are placed doesn't have an impact. However, as a reminder, having the shortest application possible reduces drop off.

Can the same job/location have multiple sets of qualification questions?

Qualification questions should not be set up this way. There should be one set of interview questions for each position/location combination.

What is required when setting up qualification questions?

Creating a Qualification section is almost identical to creating a General Section. Admins will enter a Section Title, Section Description and Section Questions. When creating Section Questions, the "True/False" question type will be enforced. The labels can be changed but the True value will be counted as "correct" when answering Qualification Questions. Admins will still be able to customize the true/false labels but all questions will automatically be required.

Knockout Questions + Direct to Interview

Are qualification questions the same thing as knock out questions?

No - qualification questions determine if an applicant can automatically schedule an interview. If they don't answer a qualification question correctly they are not invited to immediately schedule an interview but the manager still receives their application. Knock out questions remove the applicant from the applicant pool and, if set up to do so, inform the applicant they are not a candidate for the position.

Can I have both Qualification Questions and Knockout Questions set up?

Yes - although careful consideration needs to be given to this setup. Knockout is determined after the application is submitted whereas being invited to schedule an interview is immediately upon submission. Therefore, your knockout questions should update the application so that qualification questions also serve as their knockout questions. Reach out to Support for help with setup!

Do I need to use my Knockout Questions as my qualification questions?

Yes - otherwise you risk inviting a candidate to an interview who will be knocked out of the candidate pool.

How do I get my knockout questions set up as qualification questions?

Submit a ticket to the integration services team. Please indicate:

- Current Knockout questions and section name(s)
- Qualification Questions section name(s)
- Questions that are Qualification Questions only and questions that are both Knockout and Qualification Questions
- Answers that will knock that should knock the applicant out of the applicant pool

Admin and Manager Actions & Permissions

How does Direct to Interview work for the manager/admin?

Managers/Admins will be able to create open time slots for the jobs/locations they have rights to and have qualification questions associated. As applicants are qualified and schedule interviews, they will show on the manager's calendar. Managers/admins will also be able to invite applicants to schedule an interview if they were not pre-qualified.

What roles are able to schedule interviews?

All manager and administrator roles in PeopleMatter can schedule interviews.

Do managers and/or administrators share calendars?

No - each manager and administrator has their own calendar to schedule and manage their own interviews.

Can managers or admins schedule interviews for other managers?

Not at this time.

Can managers and/or administrators view each other's calendars?

Primary, Business, and Financial Admins will be able to view all calendars by selecting the manager's name from a drop list.

Can managers allow other managers to view their calendar?

Not at this time.

How do managers/admins access interview scheduling?

Once qualification questions are created for a location that the manager is assigned to an “Interviewing” section will appear in the navigation sidebar.

Can managers/admins access interview scheduling from legacy PeopleMatter?

No - the manager must be opted into the beta experience to access Interview Scheduling. Please reach out if you need any assistance getting added to the beta experience.

What options does the manager/admin have when creating interview schedules?

Managers will be able to select the following:

- Date and time range of the interview slot
- Individual interview length (15, 30 or 60 minute options)
- If the schedule repeats and how often (daily, weekly, weekdays, custom)
- Length of repeat (never ending, on specific date, after X occurrences)
- A color picker to represent the position on the calendar

Where can a manager view scheduled interviews?

Managers can view interviews scheduled with them on their calendar. Additionally, they can view a scheduled interview on an applicant’s record.

How do managers invite applicants to interview?

On the Applicant List and the Applicant Record there will be an option to “Invite to Interview”. The manager will be able to invite the applicant to interview if they didn’t automatically qualify for an interview. This option will send a text and/or email (depending on if the applicant opted in to text) letting them know they are invited to interview. It will include a link to the same Interview Scheduling page they would have received had they initially been qualified.

What message is sent to the applicant when they are invited to interview?

The notification states, “Hello <Applicant Name>, You have successfully scheduled an interview at <Business Name>, <Location Address> from <Start Time> to <End Time>. We look forward to talking to you! If you need to cancel or reschedule your interview please visit <Link to Interview Schedule Page>.”

Can managers cancel interviews?

Yes - managers can cancel interviews.

We will offer 3 options when canceling an interview/time slot

- Cancel open time slots for this time but keep current interviews - Will cancel future empty time slots, but keep current interviews. No message is sent.
- Cancel all time slots; request confirmed interviewees reschedule - Will cancel all currently scheduled interviews and future time slots, but the message will request a reschedule and contain the link to reschedule the interview.

- Cancel all open time slots and cancel scheduled interviews - Will cancel all currently scheduled interviews and future time slots, and will inform the applicant that interviews are no longer being conducted for that position.

Can managers reschedule interviews?

Not at this time. The manager will have to cancel the interview and the applicant will need to reschedule.

The Applicant Experience with Direct to Interview

How does Direct to Interview work for the applicant?

When the applicant applies for one or more positions/locations that have Qualification Questions associated, those sections will be added to the application appropriately. If the applicant answers **all** application questions correctly, when they complete the application, they will be immediately invited to schedule an interview.

How many Qualification Questions does an applicant have to get right?

All of them. A single wrong answer prevents an applicant from being invited to schedule an interview. We strongly encourage you to only use necessary qualification questions and no more than 3-5.

How many Qualification Questions will an applicant be presented?

This depends on your setup and the number of jobs/locations the applicant applies to. If you have different qualification questions for different jobs/locations and the applicant applies for multiple locations/positions, they will be presented with a section of qualification questions for each job/location they apply to.

How is the applicant notified they are qualified to schedule an interview?

Upon submitting their application, they are immediately presented with a page inviting them to schedule an interview. It allows them to select the date and time of the interview. If they qualify for multiple interviews, they will select the interview day and time for each position/location individually.

When would an applicant be invited to schedule multiple interviews?

If an applicant applies to multiple locations and positions they may qualify for multiple interviews. For each combination of position/location, they will be able to schedule an interview when qualified.

What reminders are provided for the applicant regarding a scheduled interview?

The applicant is sent a confirmation text when they first schedule the interview. 24 hours prior to the scheduled interview, they will receive a reminder text.

How are confirmations and reminders communicated to the applicant?

Confirmations and reminders are sent via email and SMS if the applicant provided phone/email and opted in.

Can an applicant cancel or reschedule their interview?

Yes - applicants can use the link in their email and/or text to cancel or reschedule their interview.