



CASE STUDY

THE CHALLENGE

HireVue, an industry leader in transforming the way organizations discover, engage, and hire the best talent, is headquartered in Salt Lake City, Utah with a hybrid work policy with employees working both in the office and remotely from around the globe. To support a recent acquisition and leadership change, the HR team wanted to re-shape their employee experience and transform their business processes, as part of an overall change management initiative.

With their growth, both organic and via M&A activities, HireVue wanted to create efficiencies in employee onboarding while providing consistent communications and updates to business changes. HireVue has an IT help desk and various group email boxes, so that employees could submit their questions. Yet, it was time consuming to manage these group email accounts and to manually respond to help desk tickets. HireVue wanted a 24/7, self-service solution that would provide their employees (in various countries and remote), with instant and consistent answers to their commonly asked questions.

OUR SOLUTION

The HireVue HR and IT team selected MeBeBot's AI-driven Intelligent Assistant to provide employees quick and easy access to instant answers to their HR and IT questions, without sending individual emails or creating additional help desk tickets.

HireVue's IT and HR team simply updated and edited answers within the MeBeBot knowledge base, containing hundreds of curated HR, IT, and Operations questions and answers. Within two months, HireVue was able to configure their Intelligent Assistant to fit their changing business policies, benefits, and procedures. In under 5 minutes, MeBeBot's chatbot or app was installed in Slack, so that employees could access MeBeBot, anytime from anywhere, to support hybrid workers.

"HireVue's culture is focused on our employees, as we pride ourselves as using our own technologies to hire and develop our talent," said Marci Haabestad Acting Chief People Officer at HireVue. "With MeBeBot's Intelligent Assistant, instant answers are provided to our employees' common questions, so that they can be more productive and engaged as HireVue continues to grow, evolve, and innovate."



"HireVue's culture is focused on our employees, and we use our own HireVue Platform to identify and hire the best talent," said Marci Haabestad, Interim CHRO at HireVue. "With MeBeBot's Intelligent Assistant, instant answers are provided to our team members' common questions, so they can be more productive and engaged as we continue to grow, evolve, and innovate."

MARCI HAABESTAD,
Interim CHRO





OUR SOLUTION (CONT.)

With the timing coinciding with Anthony Reynolds becoming the new CEO and the plans to re-open offices for hybrid work, the HireVue HR team was able to quickly configure answers in the MeBeBot knowledge base to support the business changes and those employees returning to the workplace. By utilizing push messaging, HireVue personalized notifications and updates to employees, based on their global locations, to drive real-time updates and consistent communications.

“Using MeBeBot for Push Messaging, we were able to update employees to changes quickly while supporting employees consistently with 24/7 self-service access to answers for over 80% of their HR, IT and Facilities questions,” said Lindsay Titulaer, Senior Manager of People Success at HireVue. “With MeBeBot, it frees up time for HR and IT, so that our team can focus on remote/hybrid work initiatives as well as other strategic tasks that allow us to hire and develop our employees.”

HireVue used Push Messaging to "gamify" adoption of MeBeBot, with a friendly competition, by offering gift cards to "find the easter egg" or secret code within the answer for the productivity tip answer in MeBeBot. Employees in various countries were sent separate push messages, with a hint to the question they needed to ask to receive the code for the prizes, that resulted in over 200 new employees using MeBeBot within the 1-2 day contest.

“Within five minutes, I was able to install MeBeBot in our Slack workspace. And within 1-2 hours, I was able to update answers to employees' IT Tier 1 level questions so that we can reduce the number of help desk tickets submitted,” says Megan Lavery, Director of IT at HireVue. “IT and HR have partnered together to assist our employees with exceptional service and with MeBeBot, we can provide self-service access for quicker responses.”

THE RESULTS

Drive culture and business transformation changes using MeBeBot for self-service support.

The HireVue HR and IT teams have embraced Push Messaging and automating answers to employees' FAQs, to support their rapidly changing workplace. By using the Customer Admin Portal, with the knowledge base of hundreds of questions and answers, up to the minute changes can be made as policies and procedures are updated. HireVue provides ongoing feedback so that the return on investment can be widely communicated and ongoing value is realized by the entire business.

We'd love to hear from you. Contact us today to learn more about how you and your organization can benefit from MeBeBot's solutions.