

# AI interview software: 15 questions to ask every vendor

Fifteen questions to put to every AI interview software vendor, with why each matters and what a good answer sounds like; record each vendor's answers in the last column.

- Ask every vendor the same 15 questions, in writing or on a call, and record their answers in the last column.
- Ask to see each answer in the product, not just hear it described.
- Then test the answers in a two-week pilot on one or two of your own roles before you sign.

| #                    | Question to ask                                                                        | Why it matters                                                                                                                                             | What a good answer sounds like                                                                                                                                                                                                                    | Vendor's answer |
|----------------------|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Candidate experience |                                                                                        |                                                                                                                                                            |                                                                                                                                                                                                                                                   |                 |
| 1                    | What does the candidate see and need, from the invitation to the last question?        | Every step is a chance to lose a candidate. An app to install, a camera requirement or an interview with no stated length all add friction.                | A live walk-through on a phone and on a laptop: how the link arrives, what the candidate is told and needs, how long it takes, and what they see at the end. No app to install, and no camera unless the role calls for one.                      |                 |
| 2                    | How is the candidate told they are talking to an AI, and what role does a person play? | Candidates should know before they start, not find out partway through. Clear disclosure is the cheapest trust you can build.                              | Before joining, the candidate sees that an AI runs the interview, that it is recorded and that a person makes the decision, and agrees to it. The vendor shows you the exact wording on screen.                                                   |                 |
| 3                    | What can the candidate do during the interview?                                        | Candidates get nervous, connections drop and questions get misheard. Without a way to ask for a repeat, you are testing their audio, not their experience. | The candidate can ask for a repeat, skip a question, turn on captions and end the interview at any time, and the vendor explains what happens if the connection drops. Candidates' own questions are answered only from information you approved. |                 |
| Evidence and scoring |                                                                                        |                                                                                                                                                            |                                                                                                                                                                                                                                                   |                 |
| 4                    | What exactly is scored, and what is never scored?                                      | Inputs other than the candidate's answers, such as voice, accent, facial expressions or background, are hard to tie to the job and hard to check.          | Only what the candidate said, from the transcript, against a rubric written for your role. The vendor shows you the rubric and its anchors.                                                                                                       |                 |
| 5                    | Can you show me the evidence behind every score?                                       | A score you can't check is an opinion, and language models can present a paraphrase as a quote.                                                            | Every competency score quotes the candidate's exact words, and each quote is checked against the transcript. In the demo, you can click a score and find the quote yourself.                                                                      |                 |
| 6                    | What happens when the evidence is thin, and how consistent are the scores?             | The dangerous output is a confident guess. Language models are probabilistic, so the same interview can score differently on two runs.                     | Missing evidence leaves the score blank, and the scorecard says so. Scoring the same interview twice gives the same result or within a point, and the vendor can show how they measure that.                                                      |                 |
| Human control        |                                                                                        |                                                                                                                                                            |                                                                                                                                                                                                                                                   |                 |

| #                           | Question to ask                                                                                                    | Why it matters                                                                                                                                                                  | What a good answer sounds like                                                                                                                                                                                | Vendor's answer |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 7                           | Does the software ever reject or advance a candidate on its own?                                                   | A person should make every hiring decision. Automatic rejection on a knockout answer also misfires when a candidate misreads a question or holds an equivalent license.         | No. Knockout answers are flagged for a recruiter, and every decision is made and recorded by a person. If automatic rejection exists as a setting, it is off by default and you control who can switch it on. |                 |
| 8                           | Can we review and edit the questions, follow-ups and rubric before anything goes live?                             | It is your interview. A plan generated from a job description can misread what the role needs.                                                                                  | Nothing reaches candidates until a recruiter has reviewed and published it, and you can change the questions, the hard requirements and what the rubric looks for.                                            |                 |
| <b>Fairness testing</b>     |                                                                                                                    |                                                                                                                                                                                 |                                                                                                                                                                                                               |                 |
| 9                           | How have you tested whether scores differ between groups of candidates, and can we see the method and the results? | Where bias exists, it shows up as measurable gaps: in scores, in transcription accuracy across accents, or in who reaches the next round.                                       | What was measured, on what data, how large the differences were, what changed as a result, and what has not been tested yet.                                                                                  |                 |
| 10                          | Can we run the same check on our own candidates?                                                                   | The vendor's test data isn't your applicant pool. Your roles, locations and candidates are what count.                                                                          | Yes. Every candidate's scores and outcomes can be exported, so your team can run the same comparison during the pilot and afterwards.                                                                         |                 |
| <b>Data and deletion</b>    |                                                                                                                    |                                                                                                                                                                                 |                                                                                                                                                                                                               |                 |
| 11                          | What do you keep, for how long, who can see it, and where is it stored and processed?                              | Recordings, transcripts and résumés are personal data, and your security team will want all four answers before you sign.                                                       | Specifics in writing: what is kept, for how long, who can see it, which country or region it is stored and processed in, and which other companies process it on the vendor's behalf.                         |                 |
| 12                          | When a candidate asks to have their interview deleted, what goes, and who can do it?                               | Candidates do ask, and a deletion that leaves the recording behind isn't one.                                                                                                   | An admin can delete an interview at any time, and the recording, transcript, scorecard and candidate details go with it. The vendor says how long copies in backups take to clear.                            |                 |
| <b>Workflow and exports</b> |                                                                                                                    |                                                                                                                                                                                 |                                                                                                                                                                                                               |                 |
| 13                          | How do results get into our ATS and our process today, not on the roadmap?                                         | Recruiters work in the applicant tracking system. A tool that makes them retype results, or depends on an integration that doesn't exist yet, won't get used.                   | A clear split between what works today, such as a live integration or CSV, Excel and PDF exports, and what is planned, labeled as planned.                                                                    |                 |
| <b>Cost model</b>           |                                                                                                                    |                                                                                                                                                                                 |                                                                                                                                                                                                               |                 |
| 14                          | What exactly do we pay for, and what counts as a billable interview?                                               | Pricing units differ between vendors: interviews started or completed, recruiter seats, platform fees, minimum commitments. Drop-offs and repeat attempts can inflate the bill. | The unit, what counts as one, the cost at your volume and what happens if you use less, shown as a worked example with your own application numbers.                                                          |                 |
| <b>The pilot</b>            |                                                                                                                    |                                                                                                                                                                                 |                                                                                                                                                                                                               |                 |
| 15                          | Will you run a pilot on our roles, with our recruiters scoring alongside, before we sign a long contract?          | Everything else on this list is a claim until you see it with your own candidates.                                                                                              | Yes: one or two of your roles, set up together, with the transcripts, scores and exports you need to compare against your recruiters' ratings, and no long commitment first.                                  |                 |