

HRMC Acclaim's New "Status Check" Feature Automates Follow-up Communications with Job Applicants

By HRMC

Human Resource Management Center, Inc

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Applicants provided with fast, anytime access to status via web or phone, requiring minimal intervention from hiring manager

Tampa, FL — April 14, 2004 — Human Resource Management Center (HRMC), providers of "next generation" selection, assessment, and management solutions, today announces that it has added a new feature called "Status Check" to HRMC Acclaim, the premier platform for automated candidate screening and talent acquisition. Status Check allows candidates to monitor the status of their application through intelligent voice recognition (IVR) and Web-based technology. Hiring managers now have a more effective, completely automated means of communicating with eager job applicants – a typically time-consuming and delicate task. Moreover, Status Check further ensures that each candidate comes away with a positive experience that reflects well on the organization.

HRMC's Acclaim solution guides job applicants through an IVR or Web-based questionnaire and pre-employment screening interview. Upon completion of the interview, a closing message informs applicants that they can check on the status of their employment consideration by either calling a specific number or visiting a designated link and clicking on "Check My Status."

When candidates call the designated toll-free number or visit the Web site, they receive a custom message based on the review code that the employer has assigned to them in HRMC Acclaim. For example, a candidate might be listed as "Unreviewed" immediately after applying and completing the questionnaire. Candidates will receive a message that might, in this instance, say, "Thank you for following up on the pre-employment questionnaire that you recently completed. Your information has been received and a (name of company) representative will contact you within five business days if there is further interest in your application."

After reviewing an applicant's responses in Acclaim, the human resources professional or recruiting specialist can update the status of a candidate to a variety of codes, such as "Recommend for an Interview." A candidate checking his status at this point in the recruiting process will then hear or view a different custom message; for example, one that provides the name and phone number of a representative to contact to schedule an interview.

"The post-interview process is equally difficult for hiring managers and job applicants – providing a clear channel of communications goes a long way in making the experience efficient, productive, and positive. Hiring managers now have a means of automating and managing an important facet of candidate acquisition. And applicants now have access to information that can help relieve their uncertainty and anxiety – which, from an organizational standpoint, is particularly important for applicants still under serious consideration. Viewed from an even broader perspective, the Status Check feature can be seen as a component of customer service, providing applicants who are also potential customers with an overall experience that translates into lasting good will."

About Acclaim

HRMC Acclaim automates the labor-intensive data gathering, record keeping, workflow

processing, and decision-making activities for companies who hire and manage talent. Through effective use of integrated IVR and Internet technologies, HRMC Acclaim provides a rapidly configurable and easy-to-use solution that saves your organization valuable human resource effort, reduces associated costs, and accelerates the process of finding, qualifying, and acquiring human talent. Custom implementations typically take just two weeks; HRMC Acclaim can be deployed as a complete, standalone screening and assessment solution, or extend the functionality of installed Applicant Tracking Systems (ATS). Acclaim provides a robust screening and assessment platform for positions of all levels and types.

About HRMC

Founded in 1984, HRMC is a pioneer in applying cutting edge technology to solve business' most pressing human capital challenges. The company's flagship HRMC Acclaim solution simplifies the management of all phases of the employee lifecycle, and the identification of opportunities for improvement.

HRMC's technology automates a range of interrelated processes within a flexible, user-friendly framework, enabling organizations to streamline the acquisition and assessment of talent, evaluate new employees' readiness to contribute and analyze the impact of a company's culture on retention and performance. Whether accessed over the Web or the phone, users from job prospects to long time employees -- are lead through an interactive experience that approximates true human dialogue, resulting in more effective interviews and employee surveys. HRMC Acclaim is easy to deploy and can be up and running within two weeks. It can be integrated with and extend the functionality of existing applicant tracking and HRIS systems, or provide companies with a complete, end-to-end automated solution from the ground up.

Industry-leaders such as Capital One, HSN, SBC, Frito-Lay, Tropicana, and QVC have all used HRMC Acclaim. HRMC is headquartered in Tampa, Florida and is privately held. For more information, visit the company's Web site at www.hrmc.com.

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