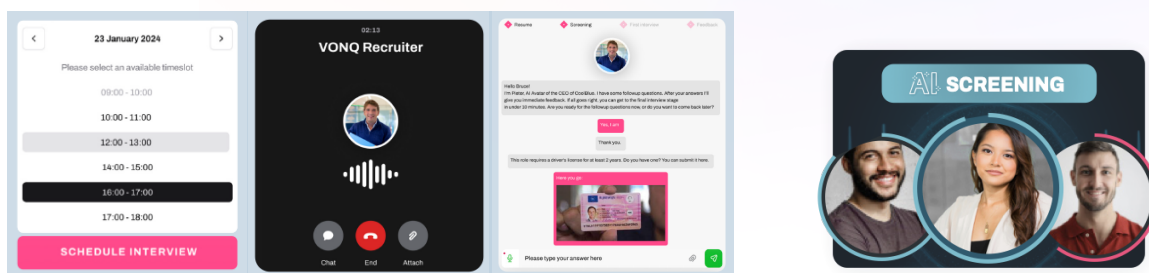


Agentic AI - Your Questions Answered

Understanding VONQ AI Agents

What are VONQ AI Agents?

AI Agents are capable of performing complex, multi-step tasks to enhance your recruitment process. AI Agents can automate tasks such as screening, scoring, and interviewing candidates, delivering top-tier, ready-to-hire talent directly to your Applicant Tracking System (ATS).



How do AI Agents improve the hiring process?

By automating some administrative tasks and even conduct some initial screening, our AI Agents save approximately 1.5 hours per candidate. They assess applications, ask basic screening questions, rank candidates based on fit, and conduct initial interviews, allowing your team to focus on engaging with the most promising candidates.

What does "pay for screened candidates" mean?

Instead of paying for job ad clicks, you only pay based on the number of pre-screened candidates who meet basic requirements for the role - legal right to work, and the ability to be in the place of employment. Candidates are screened but all candidates who meet the minimum criteria are forwarded to the hiring company. This approach minimizes some of the risk in advertising and increases the ROI on campaigns by minimizing the time spent building a shortlist.

Can the AI agent search the existing database of candidates?

This is not currently available with the existing solution, however if this is a feature you would require please reach out to discuss with us.

Is CPA+ affordable at scale, and how does the pricing model work for large hiring volumes?

Yes, CPA+ is designed to be both scalable and cost-effective. It operates on a fixed cost-per-application (CPA) model, with pricing set per market using a clearing price strategy. This ensures affordability across different roles and regions. Because clients only pay for completed, qualified applications, the model provides greater ROI and predictability compared to impression- or click-based pricing. It also eliminates wasted spend on unqualified traffic, making it ideal for high-volume recruitment.

How can I get started with VONQ AI Agents?

To find out more about AI Agent, or book a no-obligation demo and see AI Agent live in action visit <https://www.vonq.com/ai-agents/>

Functionality & Customization

Is AI Agent customizable to our hiring needs or do we need to utilise all elements of the AI Agent?

The AI-powered workflows can be tailored to fit your specific hiring processes, ensuring that the system aligns with your organizational requirements. AI Agent is fully modular by design—meaning you can pick and choose exactly which elements you want to activate. Each feature, whether it's chat-based screening, video interviews, or automated scoring, can function independently or as part of a connected workflow within your existing ATS.

Is it possible to vary the information that the AI agent gives from role to role?

AI Agent tailors its communication and evaluation criteria based on the specific job description provided. That means the questions it asks, the skills it screens for, and the insights it delivers are all dynamically generated to align with each unique role. Because of this, the quality and clarity of the job description are critical. A well-crafted, detailed job description empowers the AI Agent to assess candidates more accurately, ensuring it highlights the most relevant qualifications, competencies, and cultural signals for that particular position.

In short: better input = smarter, more precise output.

Can scoring & evaluation be adjusted by the recruiter/user ?

Recruiters maintain full control over the final evaluation of every candidate. While the AI provides structured assessments and rankings, these can be adjusted based upon individual company

preferences, priorities, or changing hiring criteria. You can fine-tune scoring across individual candidates, specific roles, or even entire target groups, giving you both flexibility and precision.

Is the AI Agent capable of interpreting non-verbal cues, such as body language?

This is not currently included in our assessments. However, large language models can evaluate verbal cues like enthusiasm and empathy when prompted, so while it's technically possible, we have opted not to implement non-verbal scoring at this stage.

Is the interview with the AI Agent conducted in English by default, or is this based on the candidate's preferences?

The AI interview is conducted in English by default, but the platform supports multiple languages and is designed to adapt based on the candidate's location, browser settings, or interaction language where possible.

AI Decision-Making & Compliance

Do VONQ's AI Agents make hiring decisions on their own?

No. VONQ AI Agents do not make final hiring decisions. They're designed to support, not replace, recruiters.

Here's how it works:

The AI parses the job description and the candidate's CV, screening responses, chat interactions, and AI-led interviews. It evaluates candidates across 15 distinct vectors - such as skills, experience, and communication style, it then compiles all findings into a comprehensive dossier.

This gives recruiters a structured, data-driven snapshot to make better, faster, and more objective decisions. Importantly, **the AI never rejects or drops candidates**. It only recommends and ranks - humans are always in control.

Is AI-based candidate ranking allowed under the EU AI Act or US laws?

Yes. Candidate ranking, parsing, and AI assessments are permitted, so long as the tools are used to support recruiter decision-making, not automate it.

The key compliance pillars are:

- **Transparency:** AI Agents can explain in plain language how they score and rank candidates.
- **Explainability:** Recruiters and compliance teams can understand and audit the AI's decision logic.

AI Agent is built to comply with evolving global hiring regulations while helping teams make more informed, fairer hiring decisions.

What criteria does the AI consider when evaluating whether a candidate profile is a good fit for a role?

The AI does not use traditional matching logic. Instead, it evaluates candidates using a multi-vector scoring model, typically across 15–20 job-specific criteria. These include qualifications, skills, right-to-work eligibility, location relevance, availability, experience level, and other core requirements derived directly from the job description. It does not assess personal data like name or address, helping ensure objectivity and fairness. All scoring outputs are explainable and auditable.

When using CPA+ through Job Marketing Platform (JMP), how is the application transferred into the ATS?

When using CPA+ through the Job Marketing Platform (JMP), candidate applications are currently processed via email to the employer.

We are actively working on expanding our integrations through Apply APIs with various ATS providers. These APIs will enable applications to be processed directly into the ATS, creating a seamless experience for both candidates and recruiters.

Fairness, Bias & Ethics

How do AI Agents ensure fair and unbiased hiring?

The AI-driven evaluations are based solely on skills and qualifications, eliminating unconscious bias and promoting equal opportunities for all candidates. Our system can also understand “broken” language and any dialect and still extract relevant information eliminating any potential language or accent bias.

Does your AI assess cultural alignment in addition to technical and skill-based assessments?

No, we've intentionally avoided including cultural alignment to prevent the introduction of potential bias.

How do you ensure that AI-driven screening processes don't inadvertently exclude qualified candidates?

Our approach is built on inclusion, not elimination. We instruct our AI Agents to act as advocates for candidates—not gatekeepers. If a required skill or experience isn't clearly listed on a candidate's CV, the Agent doesn't simply disqualify them. Instead, it proactively asks follow-up questions to uncover whether the candidate actually possesses the missing qualifications. This way, candidates get a fair shot to demonstrate their full potential—even if their CV isn't perfect. The goal is to surface qualified talent, not filter them out too soon.

If an AI agent gives a seemingly positive interview experience to a less-qualified candidate, could that create false perceptions leading rejected candidates to believe they performed well and causing confusion or dissatisfaction?

We're mindful of this and focus heavily on expectation management. AI Agents are instructed to be polite, but also clear about essential qualifications. For instance, if a role requires fluency in a specific language and the candidate does not meet this criterion, the agent will clarify it as a key requirement. We also have the flexibility to adjust the tone and personality of the agent to better manage these interactions.

Has the platform been designed to reduce reliance on resumes, particularly for roles like warehouse, retail, or delivery jobs where a CV may not reflect a candidate's true fit?

Our AI Agents are designed to support any type of role, from high-volume jobs like warehouse, retail, or delivery to more specialized positions. We deliberately built them to look beyond the limitations of a resume.

The reality is that a traditional CV says less and less nowadays. Many are AI-generated, incomplete, or missing critical details, which forces recruiters to spend valuable time chasing information, often resulting in lost candidates to faster-moving companies.

We strongly believe that AI will fundamentally change how people apply for jobs and how companies evaluate talent. Our AI Agents are built to accelerate that shift: making the process more conversational, data-driven, and efficient for both sides.

Additionally, it is not necessary to have a CV in order to process an application through our candidate journey. Our AI Agents will just extend the chat to gather more information about the candidate's background and will build the dossier off of this info.

Security, Authenticity & Risk Mitigation



How does the system protect against cybersecurity risks such as fake profiles, malicious actors, or applicants using AI agents to respond on their behalf? What safeguards exist for issues like ATS overload, deepfakes, or throttling?

We take these risks seriously and have safeguards in place to protect the integrity of your hiring process. Our AI Agents are trained to stay focused and respectfully shut down off-topic or suspicious interactions.

To combat misuse, we're rolling out **“overfit” detection**—a feature that flags applications that align *too* perfectly with a job description, which can be a red flag for AI-generated or automated submissions. Even in a world of lazy-apply tactics and one-click applications, our process still requires candidates to complete interviews and engage authentically.

We're also exploring third-party tools to add extra resilience against bad actors. Bottom line: we're constantly evolving our defenses to stay ahead of emerging threats.

Can the AI confirm whether a candidate is a real person or potentially another AI agent?

It's becoming increasingly difficult to tell—AI tools available to candidates are getting smarter, faster, and more convincing. While there's no foolproof way to detect AI-generated responses 100% of the time, there are signals we look for.

At VONQ, we're actively developing a suite of detection tools to help flag when and where AI may be involved in a candidate's application. This includes analyzing the CV, chat responses, and even interview transcripts to identify patterns that suggest content may have been generated by AI rather than a human.

It's a fast-moving space, but we're staying one step ahead to protect the integrity of the hiring process.

Process & Speed

How quickly can AI Agents process applications?

Candidates can have a response within seconds. The AI Agent gets to work immediately. It reviews, pre-screens, and ranks top talent in near real time, dramatically accelerating the path from application to shortlist. What used to take days or weeks can now happen in minutes or hours.

In this process, does the recruiter have any direct interaction with the candidate, or does the process move from application to AI agents to the hiring manager, effectively shifting the recruiter's role to managing technology and stakeholder relationships?

Recruiters remain central to the process—but with far less admin. In many cases, AI Agents eliminate the need for initial screening calls by handling early-stage tasks like interviews, chat interactions, and candidate evaluations.

Depending on the scenario, candidates may be routed directly to the recruiter or hiring manager. The big advantage? Speed. Within 20 minutes, a candidate can apply, complete an interview, speak to the agent, and receive feedback. Meanwhile, the recruiter gets a structured dossier with all the insights needed to take the next steps.

