

Navigating AI Interviewers

The Who, What, and How of Next-Gen Innovations

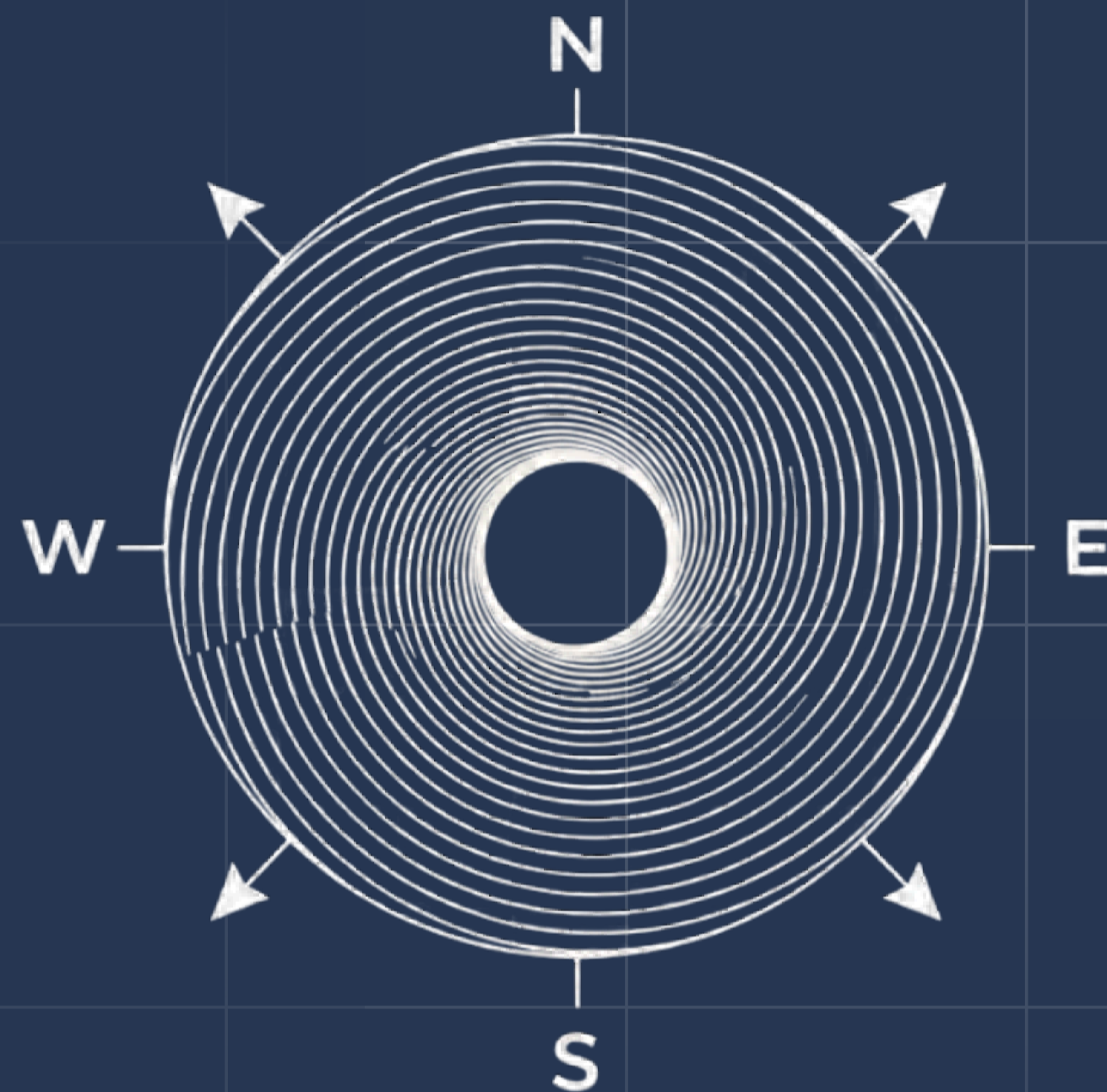


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Executive Summary

AI interviewers have quickly emerged as one of the newest and most dynamic (and competitive) corners of talent acquisition technology over the last year. But it remains, as yet, a category undefined—with uncertain offerings and outcomes.

This report provides a clear, evidence-based view of the rapidly emerging AI Interviewer market: what these tools are, why adoption is accelerating now, what is becoming standard versus truly differentiated, and how organizations can evaluate and deploy them responsibly.

Developed using Kyle & Co's Category Compass framework, this research benchmarks current-state capabilities across 12 AI interviewer solution providers. Rather than ranking vendors, the report is designed to help talent leaders, HR tech buyers, and governance stakeholders understand fit, readiness, and risk in a category evolving faster than shared norms.

What is an AI Interviewer?

Based on our analysis, we have defined AI Interviewers as **semi-autonomous, conversational agents** that conduct structured applicant screens and/or candidate interviews at scale.

They dynamically generate questions and follow-ups based on role context, candidate responses, and interview design, and engage candidates through chat/text, voice, or video.

Importantly, AI interviewers are not simply a mix-matching of transcription tools, chatbots, scheduling automation, resume matching engines, or assessments—though they may incorporate elements of each.

Why AI Interviewers — and Why Now?

Adoption of AI interviewers is being driven by mounting pressure on talent acquisition teams to do more with less—faster hiring, higher volume, stronger defensibility, and fewer resources. These pressures are amplified by global candidate pools, remote hiring norms, increased applicant fraud, and rising scrutiny of hiring decisions.

Two conditions shape the market today:

1.

Generative AI has normalized faster than governance

2.

Vendors are shipping capability faster than buyers can meaningfully evaluate it

As a result, AI interviewers are being adopted rapidly—but unevenly.

How this research was conducted

This study benchmarks AI interviewer capabilities rather than ranking vendors. “Best” in this category is highly contextual, shaped by use case, workforce type, hiring volume, and organizational risk tolerance.

The evaluation process included:

- A structured RFI (32 questions across five capability areas)
- Live, 60-minute product briefings and demonstrations
- Aggregated benchmarking and scoring based on demonstrated capability
- Vendor fact-checking and validation

The research covers an even dozen of AI interviewer solution providers and reflects what vendors can deliver today—not uncommitted roadmap ambition.

Here’s who participated:



Kyle & Co Analyst Team



Kyle Lagunas
Founder & Principal Analyst



Emily Wares
Head of Solutions Consulting
& Advisory



Jake Paul
Head of Product Innovation



Headline Findings

Adoption is real—but primarily experimental.

Most organizations are piloting AI interviewers in targeted use cases rather than deploying them enterprise-wide. Early adoption is concentrated in top-of-funnel, early-career, and high-volume roles—areas that are repeatable, within TA's control, and lower risk to the business.

Buyer readiness lags vendor capability.

Advanced functionality is readily available, but often underutilized. Many buyers default to conservative configurations, delay governance engagement, or lack the interview design discipline required to fully operationalize AI interviewing.

Near-term value lies in AI-enabled interviewing, not full automation.

The strongest outcomes come from improved structure, consistency, and evidence to support human judgment—not from automated decision-making. Fully automated screening or ranking remains rare and contentious.

Candidate experience is both a differentiator and a risk multiplier.

Poorly introduced AI interviews erode trust and increase drop-off quickly. Leading organizations now treat candidate experience as a governance concern, not a cosmetic one.

Governance is entering earlier—but still too late in many cases.

When legal, IT, and compliance are engaged early, teams scale faster and with more confidence. When they are engaged late, momentum stalls and trust erodes.

There is no “best” AI interviewer—only better fit solutions.

Success depends on alignment between use case, capability depth, maturity, and risk tolerance. This reinforces why benchmarking—not ranking—is the right lens for this category.

Where Differentiation Actually Emerges

While many capabilities are becoming standard, meaningful differentiation is emerging in a smaller set of areas that shape trust, usability, and long-term value:

- Fraud detection and identity verification
- On-screen artifact analysis (emerging and governance-sensitive)
- Candidate preparation and practice interviews
- Interactive transcripts and evidence-linked recruiter insights
- Multilingual and regional nuance beyond simple translation
- Depth of customer success and enablement

Notably, **video-based AI avatars remain uncommon**, with candidate preference and comfort acting as a constraint on adoption. Across these areas, the most differentiated solutions are not the most automated—but the most deliberate in how automation is applied.

Key Risks and Constraints

The primary risks in AI interviewing do not stem from flawed technology, but from misalignment between capability, process maturity, and governance readiness:

- Legal defensibility and bias risk when outputs lack transparency, auditability, or override controls
- Data trust and hallucination risk as AI-generated insights appear authoritative
- Over-automation without process maturity, which amplifies inconsistency
- Weak buyer evaluation rigor, driven by demo-led decisions and late stakeholder alignment

Organizations that succeed treat AI interviewers as design challenges, not shortcuts.

Practical Guidance

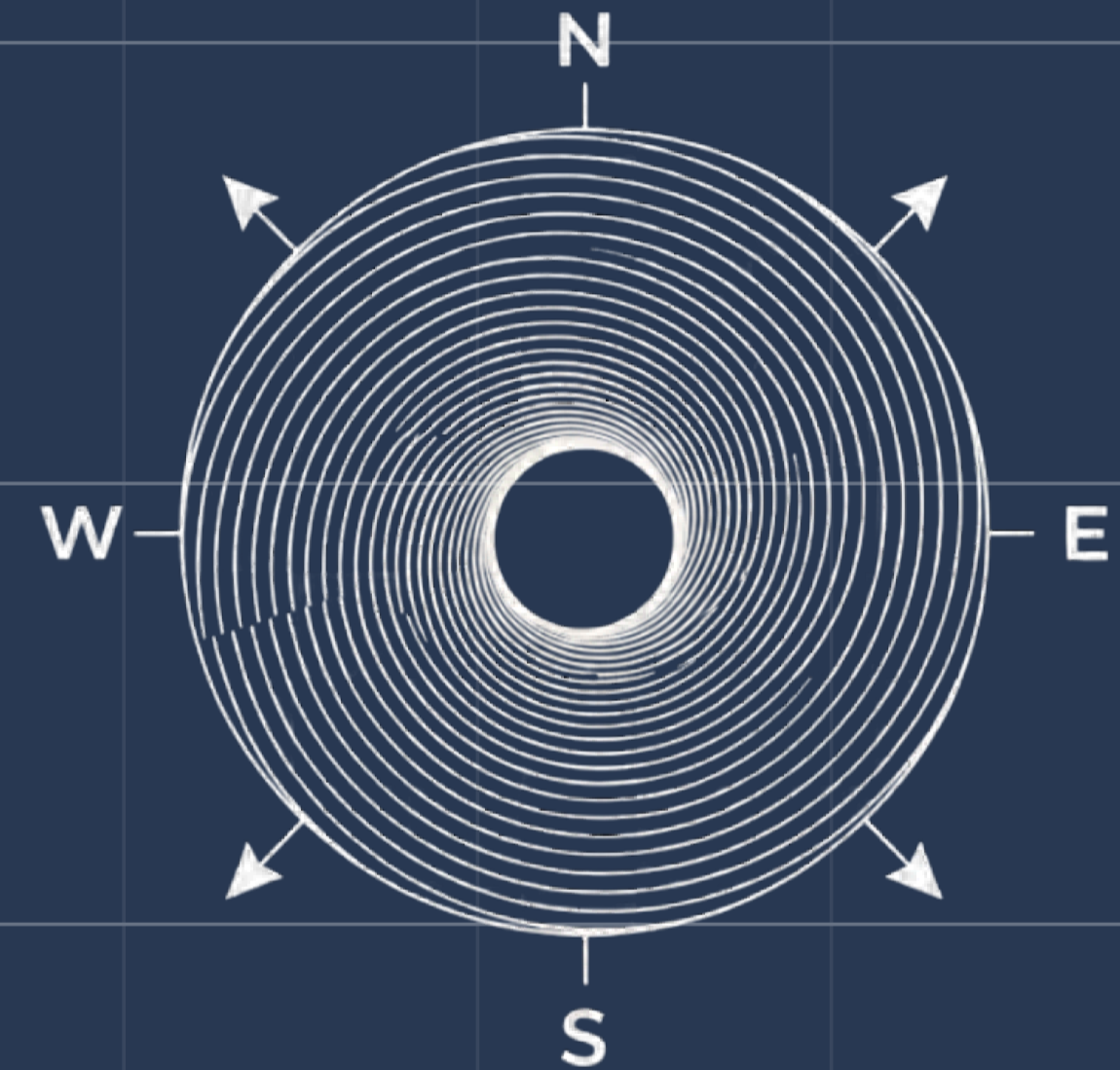
Organizations evaluating AI interviewers should:

- Start with high-volume, clearly defined roles before expanding downstream
- Engage governance stakeholders early to define acceptable automation boundaries
- Invest in job clarity and interview design before scaling AI interviews
- Pilot with success metrics tied to trust, completion, and reviewer confidence
—not just speed
- Prioritize enablement and change management alongside capability depth

What Comes Next

The final section of this report presents **vendor profiles as fit maps, not rankings**—highlighting where each solution is strongest today and what types of organizations they are best positioned to support.

Used together, the Category Compass and vendor profiles are designed to help you engage with confidence, ask better questions, and act deliberately in a fast-moving category—before opportunity is missed or risk is amplified.



Introduction

What Is an AI Interviewer—and Why Are They Everywhere All of a Sudden?

One of the biggest trends in the talent technology market in the last year has been the rapid proliferation (and evolution) of AI interviewers.

These tools are gaining traction as talent acquisition teams remain under immense operational pressure. They are expected to do more, do it faster with fewer resources, and do it while still improving the quality and defensibility of decisions. AI interviewers offer a solution rooted in consistency, scale, data-driven decision making, and efficiency.

More than a cobbling-together of generative AI features within existing recruiting products, AI interviewers represent a new layer of automation in some of the most judgment-heavy parts of hiring: how applicants are screened, how candidates are engaged, and how organizations define and determine who is most viable for an open role.

The way we ask questions, interpret responses, and decide what comes next has historically been a fully human process. AI interviewers are beginning to catalyze a new way of working—one that introduces automation and structure into interview interactions themselves.

But what, exactly, is an AI interviewer?

To answer that question, we conducted an in-depth analysis of 12 leading solution providers and facilitated interviews and focus group discussions with talent leaders.

For the purpose of this report—and our ongoing analysis—we use the following working definition: _____

AI interviewers are semi-autonomous, conversational agents that can conduct structured applicant screens and/or candidate interviews at scale. They dynamically generate questions and follow-ups based on the role, the candidate's responses, and the interview design, and engage candidates through voice, video, and/or chat.

More with Less: Talent Acquisition's Pressure Points Behind Increased Adoption of AI

Once an edge case for agentic AI, AI interviewers have become a distinct category in talent acquisition tech. Today, they sit at the intersection of mounting operational pressure and a fundamental shift in how hiring work gets done.

Talent acquisition teams are being asked to move faster, evaluate more candidates, and improve decision quality—and adoption of AI in TA is accelerating where several pressures converge:

- **Efficiency pressure** to reduce time-to-interview and cost-per-hire
- **Decision defensibility** requirements that demand greater consistency and transparency
- **Rising applicant volume**, including low-quality and inauthentic submissions
- **Fraud and misrepresentation risk** earlier in the funnel
- **Capacity constraints** that limit how many candidates humans can reasonably interview

These pressures are amplified by broader shifts in the hiring landscape. Remote recruiting is now normal, candidate pools are global, and applicant volume continues to rise. And as résumé inflation, misrepresentation, and fraud become more common, early-stage evaluation has grown both more critical and harder to manage through manual processes alone.

At the same time, hiring decisions—and the use of AI in those decisions—face increasing scrutiny from candidates, regulators, and internal stakeholders.

These forces help explain why AI interviewers are moving from experimental pilots to serious consideration. If deployed effectively, they offer a way to introduce structure and scale into interview interactions themselves—reconciling increased efficiency with improved judgment at a moment when both are in short supply.

Let's Be Clear:

What AI interviewers Are Not

While there's a lot these tools can do, the Category still has a lot of maturing to do. For now, we believe it's also helpful (and important) to examine what they can't do. A few things stand out:

AI Interviewers are not simply interview recording/transcription tools.

Though they capture and summarize the conversations they facilitate, recording and transcription powers these tools. AI Interviewers do far more.

AI Interviewers aren't static chatbots or decision-tree screeners.

While many employers have adopted candidate-facing chat bots that utilize pre-set prompts, question libraries, and simple screening questionnaires to manage top-level candidate conversions and FAQs, AI Interviewers are more dynamic—and go further down the recruiting process.

AI Interviewers are not simply scheduling automation.

While many recruiting platforms now offer automated scheduling, calendar coordination, and interview logistics to reduce administrative burden, these tools are designed to move candidates through the process—not to conduct or evaluate interviews themselves.



Kyle Lagunas
Founder & Principal Analyst

“Despite what some of the vendors we spoke with said, AI Interviewers aren't plug-and-play. You need to know how they actually work, where they fit into your current solution stack *and* your recruiting process.

With that in mind, I was surprised to learn these tools aren't only efficiency-gain solutions: Their greatest value lies in their ability to generate evaluative insight consistently and at scale.”

Let's Be Clear:

What AI interviewers Are Not

AI Interviewers are not traditional screening or matching/scoring tools.

Resume parsing, keyword matching, knock-out questions, and predictive “fit” scores have long been used to narrow applicant pools before interviews ever occur.

AI interviewers shift that evaluation into a live or asynchronous conversational interaction, allowing candidates to explain, elaborate, and demonstrate capability—rather than being filtered solely by static signals or inferred predictions.

AI Interviewers are not simply another assessment modality.

While there is some overlap with structured assessments—particularly in early-career or high-volume use cases—AI interviewers are defined by conversational interviewing behavior, not simply in facilitating a static test or structured evaluation alone.

Rather than administering fixed questions or exercises, they adapt the prompts they use, probe candidates’ responses, and generate structured interview artifacts that more closely resemble a human-led interview than a traditional assessment experience.

These distinctions matter because category confusion creates real downstream consequences—and it’s why we set out to complete a comprehensive benchmark analysis of these types of tools.

Our goal is that, by establishing clear category boundaries, talent acquisition teams will have better bearings when trying to match use cases, set expectations, and deploy AI interviewers responsibly—rather than cautiously avoiding them or overreaching too quickly.

A Warning & A Guide: What You Can Expect from this Benchmark Study

AI interviewers promise consistency and scale—but hiring still requires judgment and context. This report explores where those forces collide, and why governance, interview design, and role clarity are becoming hard dependencies rather than background artifacts.

This is, perhaps, the most sensitive application of AI we've seen in talent acquisition so far—not because the tools are inherently flawed, but because the stakes are high and the margin for process immaturity is low.

“AI can help surface patterns, but humans still need to recognize potential. Recruiters cannot simply act as a bottleneck and call it ‘human-in-the-loop.’ The real work is helping teams understand when—and why—to break the rules that machines are designed to follow.”

Emily Wares, Head of Solutions Consulting & Advisory at Kyle & Co

Rather than advocating for broad or immediate adoption, this report—our first-ever **Category Compass**—provides a structured way to understand where AI interviewers create real value today, where risk increases as automation deepens, and what maturity is required to deploy these tools responsibly.

The intent is not to slow innovation, but to help talent leaders engage earlier and more deliberately, with clearer expectations and better questions. As such, we have focused on **benchmarking capabilities rather than ranking vendors**.

A Warning & A Guide: What You Can Expect from this Benchmark Study

The AI Interviewer category is still evolving, and this research is designed to help you get oriented to the current landscape before choices harden and assumptions calcify.

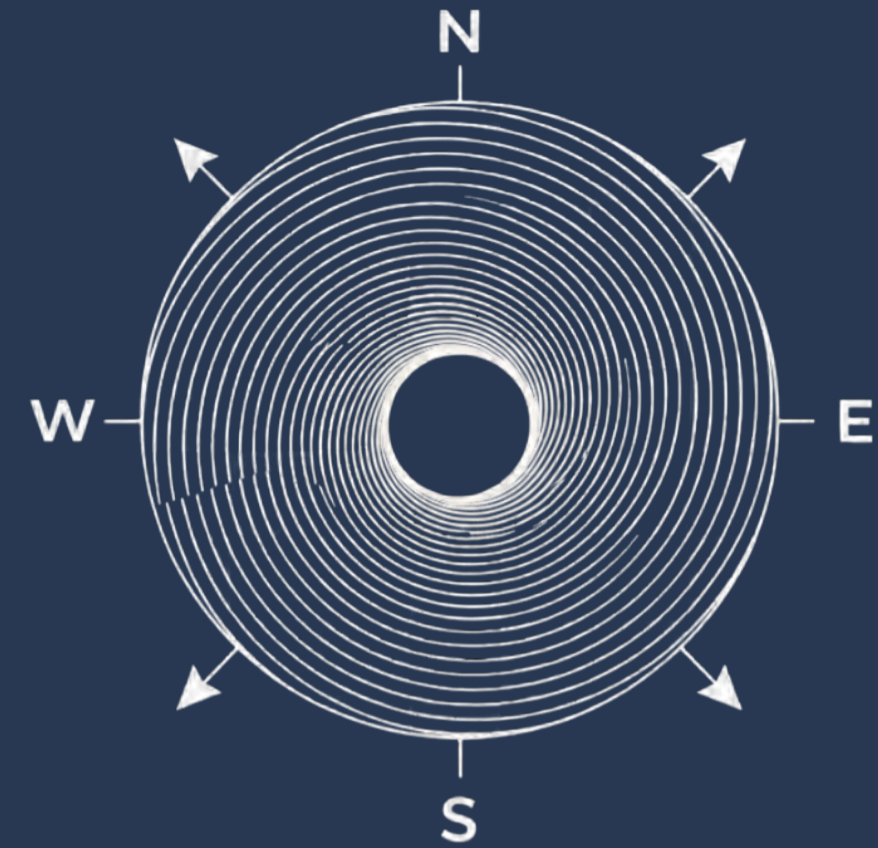
To that end, this report is organized into four sections:

Navigating an Emerging Category	Getting Our Bearings	Charting a Course	Finding the Right Solution
Introducing the Category Compass	What We Evaluated, How We Evaluated It, and Who Participated	The Current State of the AI Interviewer Category	The AI Interviewers Shaping the Market Today

By grounding analysis in observable capabilities, lived practitioner experience, and a clear definition of what distinguishes AI interviewers from adjacent technologies, we aim to provide practical clarity to buyers, vendors, and advisors alike.

The sections that follow are designed to help you orient yourself in a fast-moving category—so you can engage with confidence, ask better questions, and act before opportunity is missed.

Section 1. Navigating An Emerging Category



Introducing the Category Compass

The rapid emergence of AI interviewers has created a familiar challenge for talent leaders: more capability than clarity.

Vendors are shipping increasingly sophisticated automation into one of the most sensitive parts of hiring, while buyers are still trying to answer foundational questions. What capabilities actually exist today? Where does differentiation begin—and where does it end? How much risk is introduced as automation deepens? And how should teams evaluate solutions responsibly when the category itself is still taking shape?

Traditional market frameworks struggle in moments like this. Rankings assume maturity. Quadrants imply stability. But AI interviewers are neither static nor settled.

The Category Compass was created to meet the category where it is today: emerging, uneven, and evolving quickly.

A. What the Category Compass Is

The Category Compass is a **Kyle & Co research framework** designed to bring structure to fast-moving, ambiguous technology categories before they are ready for rankings.

Rather than declaring winners and losers, the Compass is built to surface patterns, ground the conversation in evidence, and create clarity in crowded markets. It is intentionally designed to help practitioners orient themselves early—before assumptions harden and purchasing decisions become difficult to unwind.

At its core, the Category Compass answers a different set of questions than traditional market assessments. Instead of asking **“What is the best product?”**, it asks:

- What capabilities are widely available today—and which are still unevenly delivered?
- Where does sophistication create leverage, and where does it introduce risk?
- How much organizational maturity is required to deploy certain capabilities responsibly?
- What factors should buyers understand before they pilot or scale?

More to the point, product-to-use-case fit matters more than product positioning. What looks advanced or differentiated in one hiring context may be difficult, impractical, or even nonviable in another.

With this in mind, the Category Compass helps buyers, internal stakeholders, vendors, and advisors get oriented quickly—and navigate an emerging category with greater confidence.

B. How the Category Compass Is Designed

The Category Compass is grounded in direct evidence rather than marketing claims. Its design reflects how AI interviewers are actually built, deployed, and experienced in real hiring environments.

The framework is simple but goes deep, relying on three pillars of market evaluation:

Detailed vendor RFI responses

Live product briefings and demonstrations

Practitioner interviews and focus group discussions

Capabilities in a given Category (i.e. AI Interviewers) are evaluated in context to account for the fact that maturity varies widely--not just across vendor solutions, but across buyer organizations. The Compass intentionally surfaces signals related to usability, governance, and readiness alongside functional capability.

This approach reflects a core belief behind the research that rushed adoption introduces risk, and guardrails without grounding stall adoption. Understanding where solutions fall on that spectrum is more useful than assigning a single abstract score.

Together, these artifacts—**Category Compass Bearings**, Interview Interfaces, and ICP Proxies—are designed to give talent teams enough signal to understand strengths and tradeoffs, identify likely-fit solutions for their use cases, and build a focused shortlist for pilots or deeper evaluation.

For this Category Compass, we identified five Category Compass Bearings spanning the core capability areas of AI interviewers:

Measurement &
Insights

Candidate
Experience

Recruiter & Hiring
Team Experience

AI Capabilities &
Model Design

Integration &
Implementation

Each participating vendor's AI Interviewer was evaluated across these five areas and assessed based on the degree of offering—ranging from Not Offered to Robust Offering.

We also identified the **Interview Interfaces** each solution supports (and the relative degree of maturity): Chat- and Text-based interviews, Voice-based interviews, and Video-based interviews (including video Avatars).

Finally, we included **Ideal Customer Profile (ICP) Proxies** to signal the types of organizations and hiring scenarios each solution supports today, including company size, geographic footprint, industry focus, workforce type, interview use cases, and key ATS partnerships.

Together, these artifacts—Category Compass Bearings, Interview Interfaces, and ICP Proxies—are designed to give talent teams enough signal to understand strengths and tradeoffs, identify likely-fit solutions for their use cases, and build a focused shortlist for pilots or deeper evaluation.

C. How to use the Category Compass

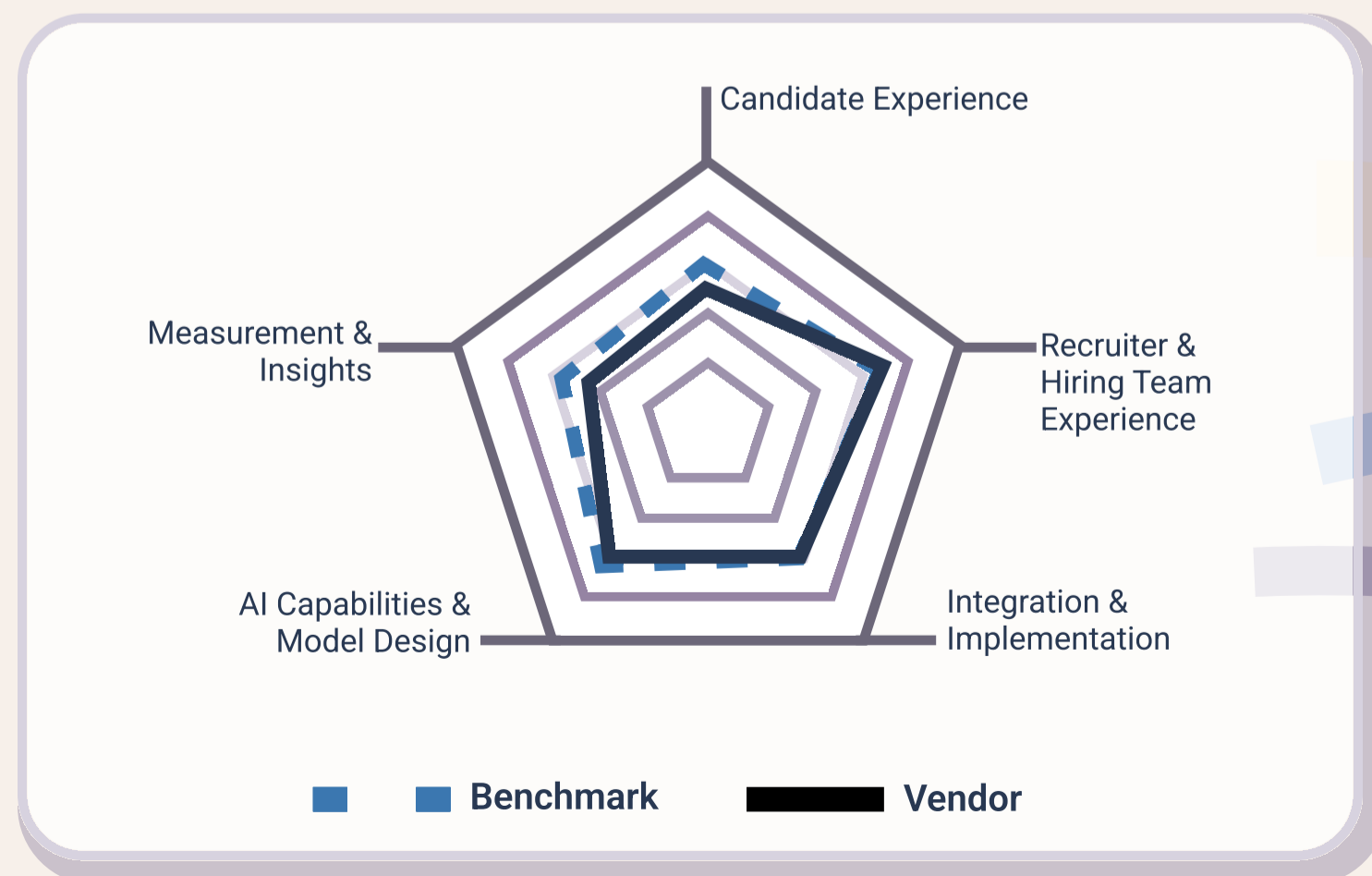
The Category Compass is intentionally multi-audience, because AI interviewers do not affect talent acquisition alone.

For **Talent Acquisition and Talent Operations leaders**, the Compass supports earlier, more deliberate engagement. It helps teams align solutions to specific use cases, pressure-test assumptions during pilots, and avoid over-buying sophistication before foundational practices—such as interview design and governance—are in place.

For **Legal, IT, and Compliance stakeholders**, the Compass provides a way to ground discussions in observable capabilities rather than fear or speculation, enabling earlier participation without defaulting to restriction or delay.

For **vendors**, the Compass offers clearer insight into how differentiation is perceived through a buyer lens—highlighting where capability is assumed, where it is truly valued, and where roadmap ambition may outpace customer readiness.

Across all audiences, the goal is the same: replace hype and hesitation with shared understanding, stronger partnership, and more reliable outcomes.



Section 2.

Getting Oriented: What We Evaluated— and Who Participated

A. Benchmarking Rather than Ranking AI Interviewers: The Scope of Our Evaluation

As AI interviewers rapidly proliferated across the talent technology landscape, it became clear that traditional market rankings would obscure more than they reveal. The category is still maturing, and “best-in-class” is highly contextual—shaped by use case, delivery mode, industry, hiring volume, and organizational risk tolerance.

For that reason, Kyle & Co made a deliberate decision to benchmark capabilities rather than rank vendors.

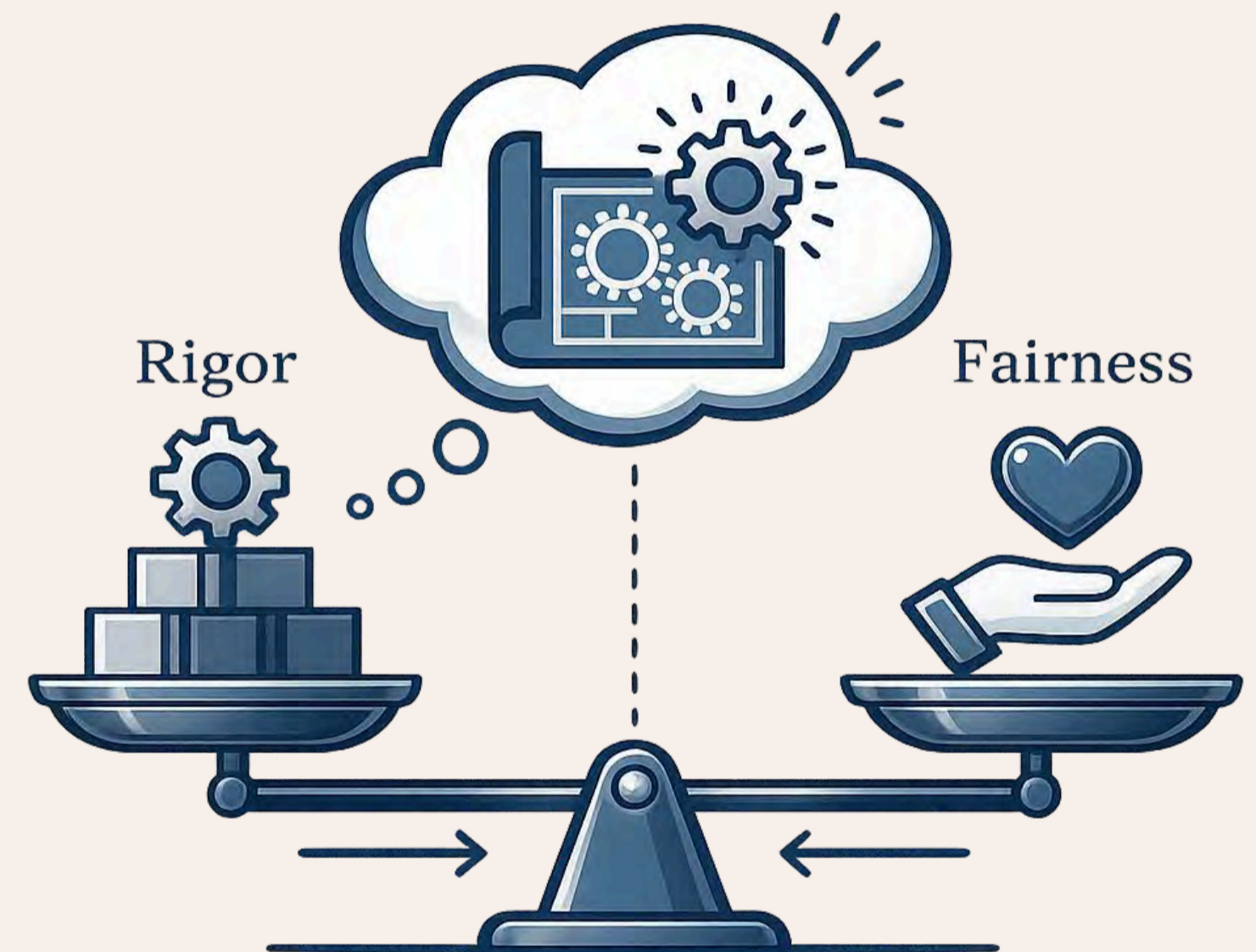
This evaluation is designed to establish a credible baseline of AI interviewer functionality, distinguish between Limited, Standard, and Robust offerings based on observable evidence, and surface meaningful variation in maturity, design philosophy, and readiness.

While we are confident in these baselines, this report is not intended to be the only way to evaluate AI interviewers—its purpose is to advance clarity in a fast-evolving market, not close the conversation.

How We Got There:

Our Benchmark Evaluation Process

- 1. Structured RFI Intake.** Vendors completed a detailed RFI with 32 questions across five capability categories, providing baseline visibility into stated functionality, roadmap positioning, and design intent.
- 2. Live Product Briefings.** Each vendor participated in a 60-minute briefing, covering company context, innovation approach, delivery model, and live demonstrations of their AI interviewer.
- 3. Benchmarking & Scoring Analysis.** We analyzed responses and demonstrations across all vendors to establish category benchmarks, define degrees of offering, and assess maturity based on what was shared and shown—not marketing claims.
- 4. Vendor Fact-Check & Validation.** Vendors reviewed our findings for accuracy, including interview interfaces, ICP proxies, standard capabilities, and identified strengths or differentiators.



Designed to balance rigor with fairness—and to reflect what vendors can deliver today, not just what they aspire to build.

B. The Common Interfaces and Core Capabilities of AI Interviewers: What We Evaluated

Interview Interfaces: How AI Interviewers Are Deployed

Before evaluating capability depth, we examined how AI interviewers are actually experienced by candidates and hiring teams.

Across the market, most solutions are delivered through a small set of interfaces:

- **Chat- and text-based interviews**, commonly used for early screening and high-volume roles
- **Voice-based interviews**, capturing verbal responses without requiring video
- **Video-based interviews**, where candidates respond on camera in asynchronous or guided formats

Only a small subset of vendors offer video-based AI avatars, and adoption remains limited. Across our research, candidates consistently expressed lower comfort and preference for avatar-led interviews, leading many vendors and buyers to deprioritize this interface in favor of more familiar interaction models.

Interface choice provides important context for the capability evaluations that follow, influencing candidate experience, recruiter trust, accessibility considerations, and role fit.

The Five Core Capabilities of AI Interviewers

AI interviewers were evaluated across **Five Capability Categories** designed to reflect how these solutions are built, deployed, experienced, and governed in real-world hiring environments. Each category was intentionally selected to ensure we were both benchmarking features and functionality while also assessing practical impact, risk, and maturity of each solution.

**Recruiter & Hiring
Team Experience**

**AI Capabilities &
Model Design**

**Measurement &
Insights**

**Candidate
Experience**

**Integration &
Implementation**

The Five Core Capabilities of AI Interviewers

ONE Candidate Experience

What Was in Scope	What We Evaluated	The Degrees of Offering
<p>Examined as a first-order risk variable, given its direct impact on trust, completion rates, and employer brand. Poorly designed AI interviews can create friction or erode confidence before teams realize what's happening.</p>	<ul style="list-style-type: none">• Transparency around AI usage and expectation-setting• Conversational quality and ability for candidates to ask questions• Accessibility, language support, and inclusive design• Candidate preparation tools (e.g., practice or “dry run” interviews)	<p>Limited offering: AI interviews are functional but inconsistently introduced, with minimal expectation-setting, limited accessibility support, and little opportunity for conversational engagement.</p> <p>Standard offering: Candidates receive clear guidance, can complete interviews reliably across formats, and benefit from baseline accessibility, language support, and structured interview flows.</p> <p>Robust offering: Candidate experience is intentionally designed, with transparent AI disclosure, adaptive conversational interactions, strong accessibility and multilingual support, and preparation tools that build trust and completion confidence.</p>

The Five Core Capabilities of AI Interviewers

TWO Recruiting & Hiring Team Experience

What Was in Scope	What We Evaluated	The Degrees of Offering
Examined to understand how AI interviewers reshape recruiter judgment rather than replace it, and how outputs influence trust, adoption, and decision-making.	<ul style="list-style-type: none">• Human-in-the-loop controls and configurability• Usability and actionability of outputs (scores, summaries, transcripts)• Whether insights reduce decision friction or create analysis paralysis• Enablement, training, and customer support	<p>Limited offering: Outputs are available but difficult to interpret or act on, with minimal configurability, limited explainability, and weak integration into recruiter workflows.</p> <p>Standard offering: Recruiters can review structured summaries, scores, and transcripts with basic human-in-the-loop controls and sufficient enablement to support day-to-day use.</p> <p>Robust offering: Insights are decision-ready, configurable, and explainable, with strong governance controls, embedded workflows, and enablement that helps teams apply judgment—not just review outputs</p>

The Five Core Capabilities of AI Interviewers

THREE

Measurement & Insights

What Was in Scope	What We Evaluated	The Degrees of Offering
<p>Examined to distinguish between abundant data and decision-ready insight, including aggregation across roles and any linkage to downstream outcomes. This remains one of the largest gaps—and opportunities—in the category.</p>	<ul style="list-style-type: none">• Standard interview metrics (completion rates, time-to-complete, scores)• Ability to aggregate insights across roles, job families, or locations• Any linkage to downstream outcomes (performance, retention, quality of hire)• Presence of learning loops that inform future interviews or role design	<p>Limited offering: Reporting is largely operational, focused on completion and throughput metrics with little ability to aggregate or interpret trends over time.</p> <p>Standard offering: Teams can track core interview metrics across roles and stages, compare cohorts, and export data to support program-level decisions.</p> <p>Robust offering: Interview data is connected to broader talent outcomes, supports longitudinal analysis, and feeds learning loops that improve interview design, role clarity, and hiring decisions over time.</p>

The Five Core Capabilities of AI Interviewers

FOUR AI Capabilities @ Model Design

What Was in Scope	What We Evaluated	The Degrees of Offering
Examined to assess how AI behavior is designed, governed, and explained , given the legal, ethical, and operational risk introduced by sophisticated automation.	<ul style="list-style-type: none">• Question generation logic and follow-up behavior• Training approach (public LLMs vs. proprietary models and prompting)• Guardrails, auditability, and explainability mechanisms• Advanced capabilities (fraud detection, identity verification, on-screen artifact analysis)	<p>Limited offering: AI behavior is largely static or opaque, with limited adaptability, minimal explainability, and few visible guardrails governing how decisions are generated.</p> <p>Standard offering: Models support dynamic questioning and summarization, rely on established LLMs with defined prompting strategies, and include baseline controls for auditability and review.</p> <p>Robust offering: AI behavior is adaptive, well-governed, and transparent, with strong guardrails, evidence-based outputs, and advanced capabilities designed to balance innovation with defensibility.</p>

The Five Core Capabilities of AI Interviewers

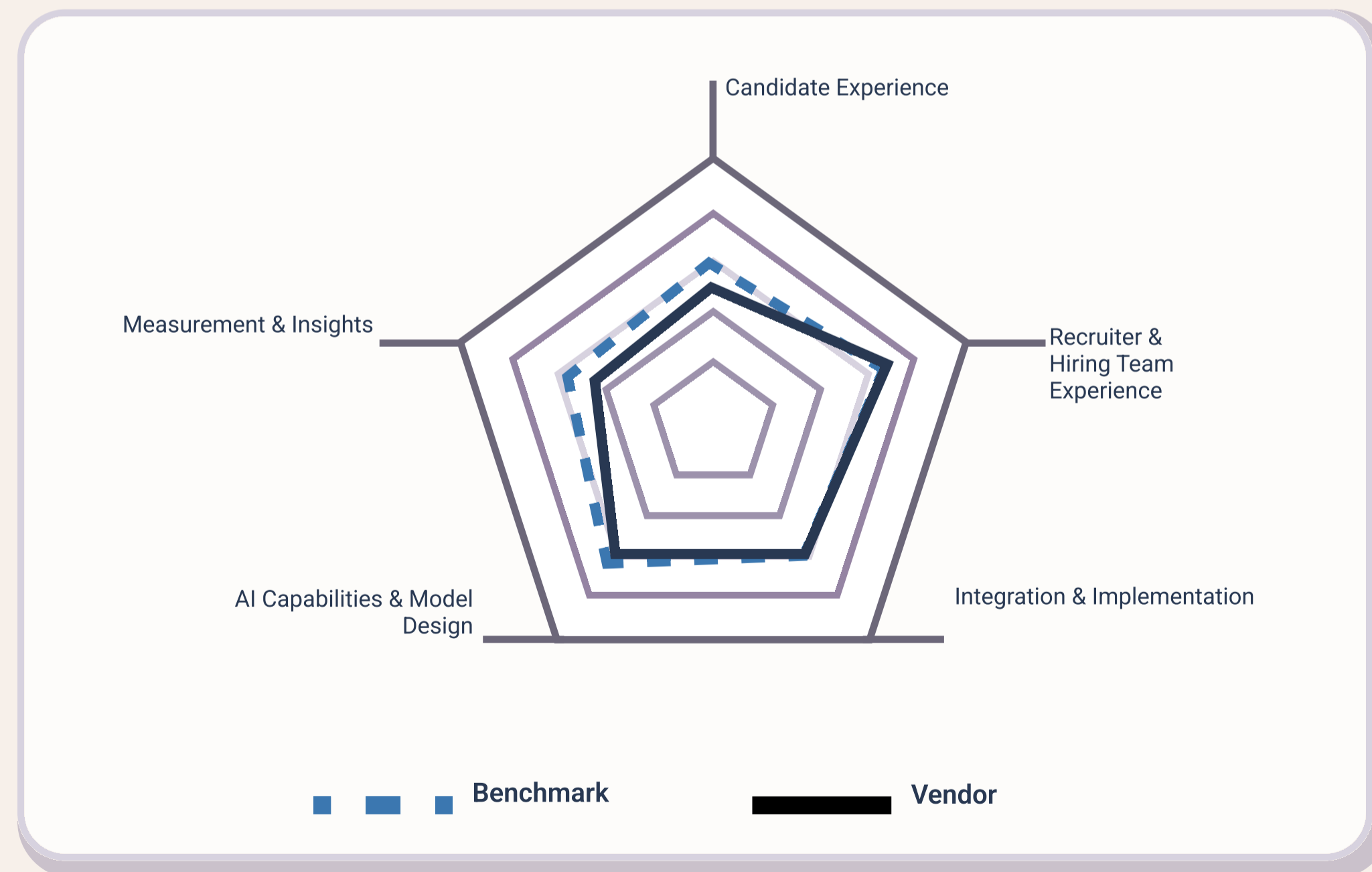
FIVE

Integration & Implementation

What Was in Scope	What We Evaluated	The Degrees of Offering
<p>Examined to understand how seamlessly AI interviewers fit into existing recruiting infrastructure, and whether promised efficiency gains are achievable in practice.</p>	<ul style="list-style-type: none">• Depth and reliability of ATS integrations• How interviews are triggered, managed, and written back into systems of record• Setup and configuration requirements at the job and organizational level• Impact on recruiter workflows (embedded vs. context switching)	<p>Limited offering: Integrations are shallow or fragile, requiring manual workarounds, significant setup effort, or frequent context switching for recruiters.</p> <p>Standard offering: AI interviews are reliably triggered from core systems, write results back into systems of record, and fit into existing recruiting workflows with manageable configuration.</p> <p>Robust offering: Integrations are deeply embedded, event-driven, and scalable, enabling seamless workflows, low administrative overhead, and faster realization of efficiency gains.</p>

The Five Core Capabilities of AI Interviewers

Taken together, these five capability categories reflect how AI interviewers are actually experienced in practice—by candidates, recruiters, and organizations. Strength in one area cannot fully compensate for immaturity in another, and the most successful deployments balance experience, governance, and integration alongside technical sophistication.



Section 3.

Charting a Course: The State of the AI Interviewer Category

It's safe to say that AI interviewers are real and viable solutions for today's talent acquisition teams—but they are not yet a settled category.

AI interviewers are being adopted first in the most common and lowest-risk parts of the hiring process, closely mirroring earlier waves of AI adoption in talent acquisition. This reflects growing comfort with automating work at the top of the funnel—where volume is high, tasks are repeatable, and risk is easier to manage.

Across our research, deployment patterns are shaped by a few consistent factors:

1. High-volume, repeatable roles dominate early adoption

AI interviewers are most commonly used for top-of-funnel screening, early-career hiring, and frontline or hourly roles, where scale and efficiency matter most.

2. Familiar territory accelerates comfort

These are the same parts of the funnel where chatbots and assessments first gained traction, making AI interviewers feel like a natural next step rather than a radical shift.

3. Control and contained risk matter

The top of the funnel is largely within TA's control. Missteps at this stage tend to have limited downstream impact, making it a safer environment for experimentation.

4. Automation is framed as capacity, not replacement

In these scenarios, AI interviewers act as capacity multipliers—helping teams engage more candidates earlier without adding headcount.

5. "Second-generation" AI buyers move further down the funnel

Teams already comfortable with chatbots or assessments are more willing to introduce AI interviewing into later stages of the process.

More experimental deployments—such as technical or knowledge-based roles—are emerging, but remain constrained by governance requirements, interviewer confidence, and organizational readiness.

For now, alignment between workforce type, interview type, and volume remains one of the strongest predictors of success.

“AI interviewing is showing up first where the work is manual, repeatable, and largely within TA’s control. High-volume roles are a safer space to experiment, and if something misses, the impact on internal credibility is much lower. We saw the same pattern with chatbots and assessments—this is simply the next evolution.”



Emily Wares, Head of Solutions Consulting & Advisory at Kyle & Co

Top Findings from our Research

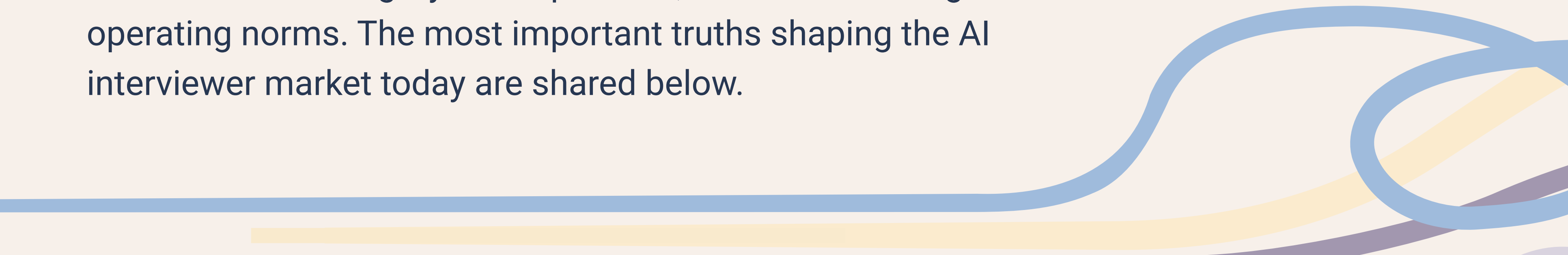
What emerged most clearly from this research is a market in transition:

**Rapid Innovation On
The Vendor Side**

**Uneven Adoption On
The Buyer Side**

**A Widening Gap Between What
These Tools Can Do And How
They Are Actually Being Used.**

The result is a category full of promise, but still searching for its operating norms. The most important truths shaping the AI interviewer market today are shared below.



Top Findings from our Research

A. Adoption Is Real—but Readiness Remains Uneven

AI interviewers are being adopted in ways that closely mirror AI adoption across talent acquisition more broadly with high levels of experimentation, uneven maturity, and limited scale. This is driven, largely, by two things:

- Generative AI has normalized faster than governance can be designed and implemented
- Vendors are shipping advanced capability faster than many buyers can meaningfully evaluate it

As a result, adoption is most often driven by immediate needs—volume, efficiency, or fraud risk—rather than long-term strategy.

Most organizations are piloting AI interviewers in targeted use cases rather than deploying them enterprise-wide, and many describe these efforts as learning exercises rather than durable commitments.

This readiness gap shows up consistently in practice. Advanced features go unused after pilots, buyers default to conservative configurations that underutilize AI potential, and legal or compliance concerns slow deployment late in the process. In effect, many organizations are purchasing more capability than they are prepared to operationalize.

Top Findings from our Research

B. Vendor Capability Is Advancing Faster Than Buyer Readiness

Across nearly every Capability category, vendor sophistication currently outpaces buyer maturity.

Despite vendor messaging that often emphasizes speed and efficiency, the most consistent near-term value of AI interviewers lies in interviewer enablement, not automated decision-making.

Today, these tools are most effective when they:

- Bring greater structure and consistency to interviews
- Reduce variability in question quality and coverage
- Surface evidence and patterns that support human judgment
- Provide shared artifacts that improve collaboration and review

Fully automated screening or ranking remains rare and contentious. Most buyers are deliberately keeping humans firmly in the loop—not because the technology is incapable, but because organizational trust, governance, and comfort have not yet caught up.

Successful deployments treat AI interviewers as design tools that augment judgment, rather than shortcuts that replace it.

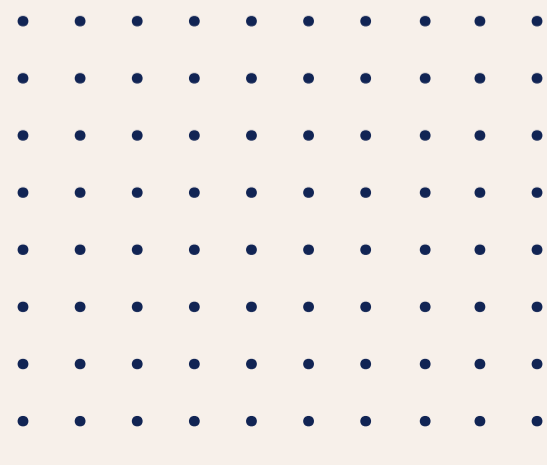
Top Findings from our Research

C. Candidate Experience Is Both a Differentiator and a Risk Multiplier

Candidate experience emerged as one of the clearest points of differentiation across vendors—and one of the fastest ways for AI interviewer programs to fail.

Well-designed candidate experiences build trust, increase completion rates, and reinforce employer brand. Poorly introduced or confusing AI interviews do the opposite, often quietly and quickly. Several talent leaders reported discovering candidate friction only after drop-off rates spiked or negative feedback surfaced externally.

As a result, leading organizations are beginning to treat candidate experience not as a “nice to have,” but as a **governance concern**—one that deserves the same scrutiny as bias, explainability, or compliance.



Top Findings from our Research

D. Governance Is Entering the Conversation Earlier—but Not Early Enough

Legal, IT, and compliance stakeholders are increasingly involved in AI interviewer evaluations, but often later than ideal. In many cases, governance enters after pilots are already underway, forcing teams to retrofit controls or slow momentum.

Where governance is engaged earlier, organizations report:

- Faster alignment on acceptable use cases
- Clearer boundaries around automation
- More productive vendor conversations
- Greater internal confidence in scaling decisions

The most mature programs are not those with the most advanced AI—but those where guardrails are treated as accelerators, not obstacles.



Top Findings from our Research

E. There Is No “Best” AI Interviewer—Only Better Fit

Perhaps the most important takeaway from this research is that there is no universally “best” AI interviewer.

Success depends on alignment: between use case and capability, between automation and maturity, and between innovation and governance. Vendors that appear highly differentiated in one context may be poorly suited for another.

This reinforces why benchmarking—rather than ranking—was the right approach. Understanding where a solution is strong, where it introduces risk, and what it requires from the organization is far more valuable than a single score

What's Really Differentiated—and Where Automation Falls Short

While many AI interviewer capabilities are quickly becoming standard, meaningful differentiation is emerging in a smaller set of areas that shape trust, usability, and long-term value. These are not always the most visible features in demos—but they are often the ones that determine whether programs scale successfully.

Fraud detection and identity verification

A subset of vendors are investing in mechanisms to detect candidate fraud, identity mismatch, or response manipulation earlier in the interview process. As application volume increases and misrepresentation becomes more common, these capabilities are emerging as an important layer of risk mitigation—particularly for high-volume and remote hiring scenarios.

On-screen artifact analysis

Some solutions are beginning to analyze on-screen behavior or environmental cues to identify potential integrity risks or anomalies during interviews. While still unevenly deployed and highly sensitive from a governance perspective, this capability represents an early signal of where interview integrity tooling may evolve.

Candidate preparation and practice interviews

Differentiation is increasingly visible in how vendors prepare candidates for AI-led interviews. Practice environments, expectation-setting tools, and guided “dry runs” help reduce anxiety, improve completion rates, and build trust—often with outsized impact on candidate experience and employer brand.

What's Really Differentiated—and Where Automation Falls Short

Interactive transcripts and recruiter insight tools

Vendors vary significantly in how interview outputs are delivered to recruiters and hiring teams. Interactive transcripts, highlighted moments, and evidence-linked summaries make it easier for humans to review, collaborate, and apply judgment—transforming interviews from static artifacts into actionable insight.

Multilingual and regional nuance

True multilingual support goes beyond translation. Vendors that account for regional language variation, cultural context, and localized interviewing norms are better positioned to support global hiring without introducing bias or friction.

Depth of customer success and enablement

Finally, differentiation often has less to do with technology and more to do with support. Vendors that invest in onboarding, configuration guidance, change management, and ongoing enablement help customers align capability with maturity—reducing the risk of over-automation and accelerating time to value.

Taken together, these areas highlight an important pattern: The most differentiated solutions are not necessarily the most automated, but the ones that most effectively balance capability, governance, and human judgment.

What This Means Going Forward

The AI interviewer category is entering its next phase. Experimentation is giving way to harder questions about value realization, trust, and scale. Organizations that treat these tools as shortcuts will struggle.

Those that treat AI Interviewers as design challenges—combining technology, process, and judgment—are far more likely to succeed.

With that context in mind, the final section of this report turns to the vendors themselves—profiling how today’s AI interviewers are shaping the market, and where each is best positioned to deliver value.

“AI can help surface patterns, but humans still need to recognize potential. Recruiters cannot simply act as a bottleneck and call it ‘human-in-the-loop.’ The real work is helping teams understand when—and why—to break the rules that machines are designed to follow.”

————— **Jake Paul, Head of Product Innovation at Kyle & Co**

Key Risks and Restraints

As AI interviewers mature, the same areas that drive differentiation also introduce meaningful risk if deployed without sufficient rigor.

Across our research, the most common constraints did not stem from malicious intent or flawed technology, but from misalignment between capability, process maturity, and governance readiness.

The risks outlined below consistently surfaced in conversations with practitioners, vendors, and internal stakeholders—and often explained why promising pilots failed to scale.

Legal Defensibility and Bias Concerns

Interviewing sits at the center of hiring defensibility, making AI interviewers particularly sensitive from a legal and compliance standpoint. Capabilities such as fraud detection, adaptive probing, and artifact analysis can strengthen integrity—but they also raise questions around transparency, consent, explainability, and adverse impact.

Two things to watch here:

1.

Where vendors provide clear audit trails, evidence-linked outputs, and configurable governance controls, these risks are more manageable.

2.

Where they do not, organizations struggle to explain how conclusions were reached or why certain signals were weighted more heavily than others.

Hallucinations and Data Trust Issues

As interview outputs become more sophisticated, the risk of misplaced trust increases. AI-generated summaries, scores, and insights can appear authoritative even when underlying signals are incomplete or misinterpreted.

This risk becomes more pronounced as vendors introduce richer analysis and scenario-based insight. While the opportunity to extract deeper intelligence from interviews is real, many organizations are not yet equipped to validate or operationalize these insights confidently.

Without strong data governance and reviewer training, teams risk over-indexing on AI narratives rather than treating them as decision support.

Over-Automation Without Process Maturity

One of the most consistent failure modes observed across early deployments is over-automation without sufficient process readiness.

When AI interviewers are introduced before interview design is standardized, job definitions are clear, or decision criteria are aligned, automation amplifies inconsistency rather than eliminating it.

This risk is especially acute when organizations attempt to push AI interviewers deeper into the funnel prematurely. In these cases, advanced capabilities can outpace recruiter confidence and governance comfort, leading teams to disengage or revert to manual processes.

Successful deployments tend to treat automation as a design challenge—phased, intentional, and bounded—rather than a shortcut.

Inconsistent Buyer Evaluation Rigor

Finally, risk often originates on the buyer side.

Inconsistent evaluation rigor—particularly during pilots—can obscure real strengths and weaknesses. Organizations frequently assess AI interviewers based on demos or surface features, without pressure-testing integrations, governance workflows, or change management requirements.

Buyers that lack shared evaluation criteria across TA, legal, IT, and compliance often discover misalignment late in the process, slowing adoption or derailing deployment altogether.



What These Constraints Signal

Taken together, these constraints reinforce a central theme of this research:

AI interviewers are not limited by technology as much as by readiness.

The same capabilities that differentiate leading solutions can introduce friction when applied without sufficient guardrails, context, or maturity.

Organizations that succeed are not those that automate the most, but those that apply AI deliberately—aligning capability depth with process discipline, governance, and human judgment.

With these risks and constraints in mind, the final section of this report turns to the vendors themselves—profiling how today’s AI interviewers are positioned, where each solution is strongest, and what types of organizations they are best suited to support.



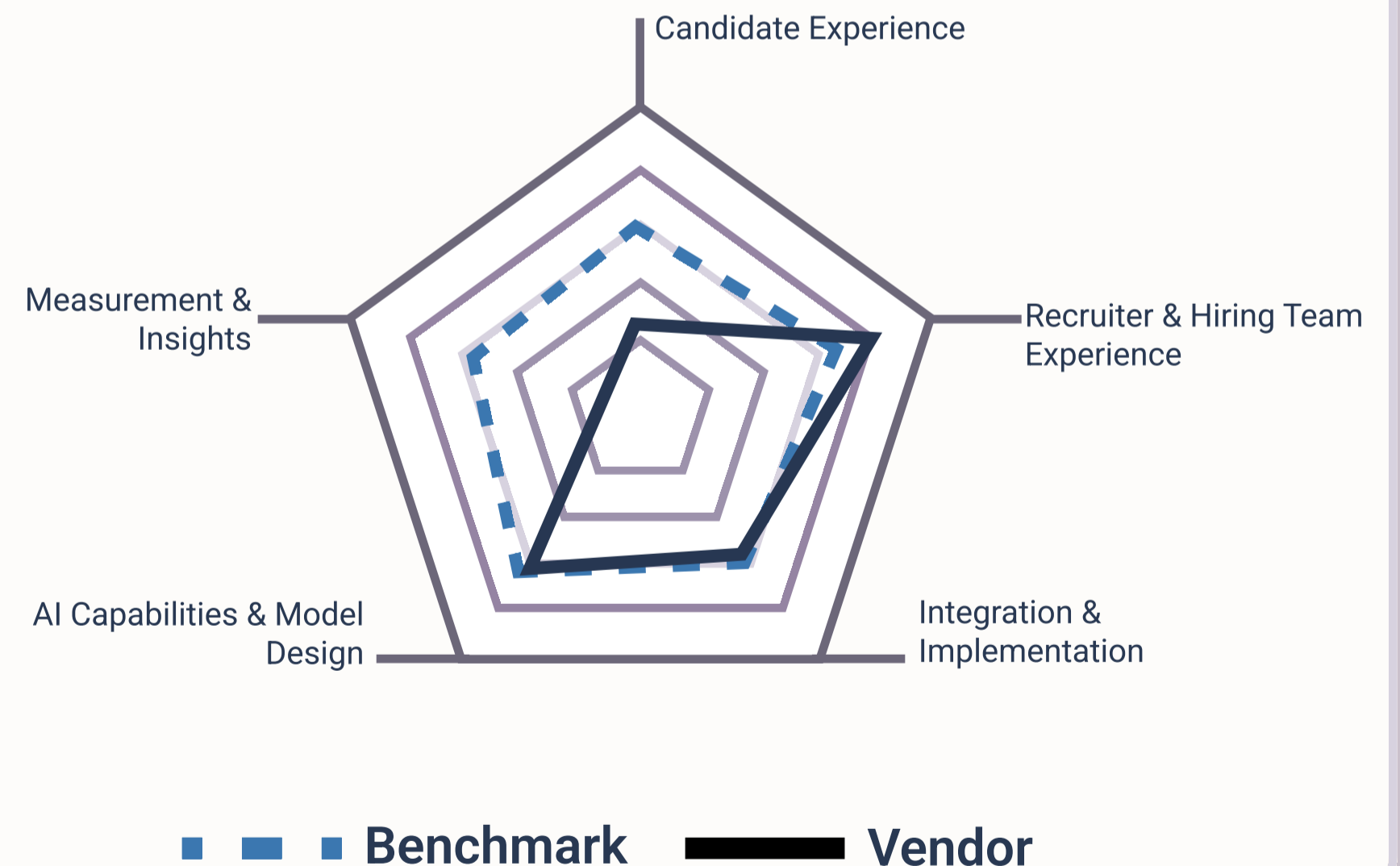
Section 4.

Finding the Right Solution: The AI Interviewers Shaping the Market Today

Each profile surfaces the same content:

- How each solution performs across the five Category Compass capability areas
- Supported interview interfaces (e.g., chat, voice, video)
- Ideal Customer Profile (ICP) proxies, including company size, workforce type, and hiring scenarios

Where possible, profiles emphasize observable behavior and demonstrated capability, rather than roadmap ambition.



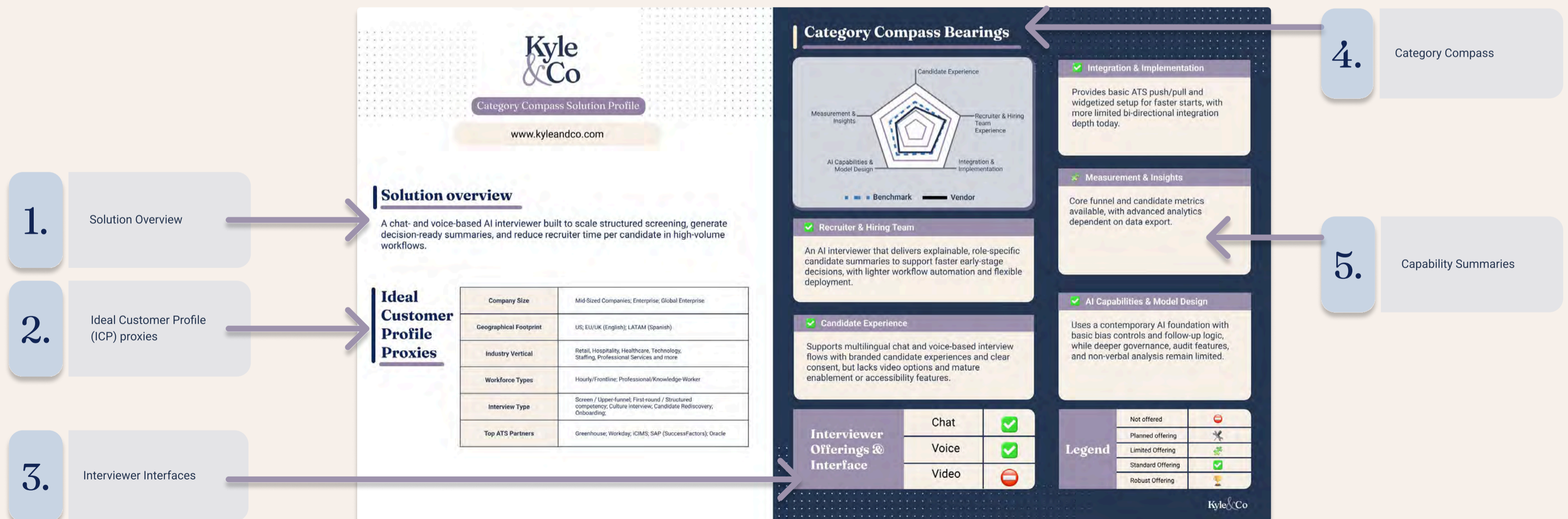
A Note on Scoring and Degrees of Offering

Where degrees of offering are referenced, they reflect current-state capability based on RFI responses, live briefings, and validation—not uncommitted plans. A Limited or Standard designation should not be interpreted as a weakness, but as a signal of maturity, focus, or deliberate design choice.

For example, many vendors have opted not to include automated dispositioning of candidates based on their interview while others have. There is no right or wrong answer here—the offering reflects the specific hiring needs they are built to support.

Vendor Profile Structure

Each vendor profile follows the same structure for ease of comparison:



VONQ

Category Compass Solution Profile

www.vonq.com

Solution overview

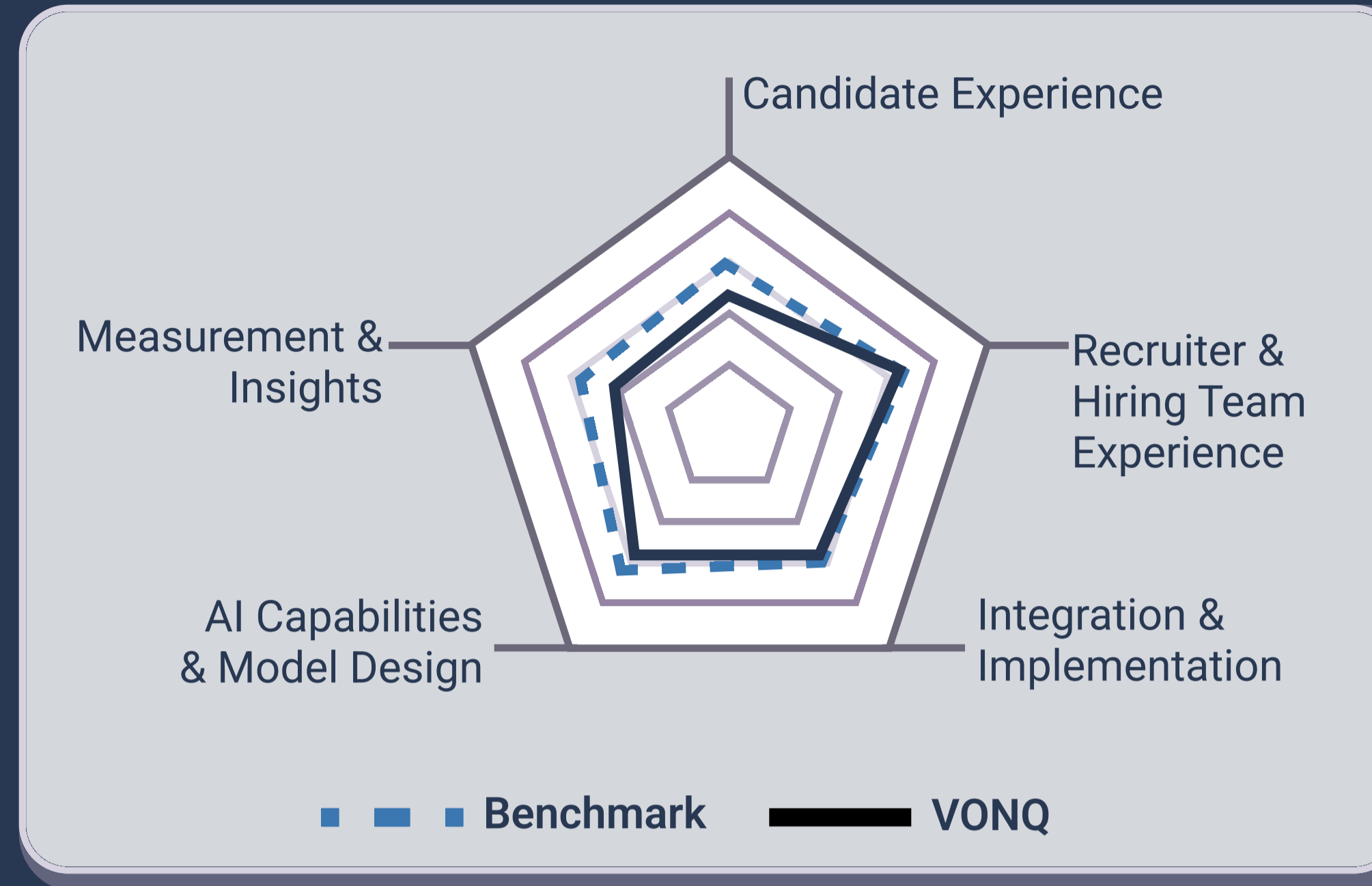
VONQ AI Interviewer is a chat/voice-first AI interviewer designed to automate structured screening and early interviews while keeping recruiters in control of final decisions. The product is built for rapid, low-lift deployment that can spin up interviews from a job description, and supported by an agentic flow that turns job descriptions into adaptive conversations and a 15-vector scoring dossier per candidate.

Operationally, VONQ emphasizes speed-to-shortlist and multilingual reach, generating transcripts, scores, and “things to probe” summaries that can be emailed or delivered to the ATS. Strategically, it’s built to compress recruiter time-per-candidate in high-volume funnels, but it currently lacks video interviewing and mature enablement and accessibility features. Its capability for ATS integrations is robust, scaling phase one customer at a time.

Ideal Customer Profile Proxies

Company Size	Mid-Sized Companies; Enterprise; Global Enterprise
Geographical Footprint	US; EU/UK (English); LATAM (Spanish)
Industry Vertical	Retail, Hospitality, Healthcare, Technology, Staffing, Professional Services and more
Workforce Types	Hourly/Frontline; Professional/Knowledge-Worker
Interview Type	Screen / Upper-funnel; First-round / Structured competency; Culture interview; Candidate Rediscovery; Onboarding;
Top ATS Partners	Greenhouse; Workday; iCIMS; SAP (SuccessFactors); Oracle

Category Compass Bearings



✓ Integration & Implementation

Vonq offers several widgetized components and standard push/pull into ATS support quick-starts are available, but the number/depth of robust bi-directional ATS integrations is still developing.

🧩 Measurement & Insights

Core funnel metrics (opt-in, drop-off, completion) and candidate-level reports are available in Vonq, while advanced dashboards/cohort analytics only available via on data exports.

✓ AI Capabilities & Model Design

Vonq’s AI Interviewer is built atop Azure and OpenAI with follow-ups and baseline bias controls is solid, yet richer guardrails/audits and non-verbal analysis are not fully evidenced.

✓ Recruiter & Hiring Team

Vonq’s AI Interviewer delivers clear, explainable dossiers with role-specific rubrics to enable fast decisions and flexible early-stage deployment, though productized workflow automation is light.

✓ Candidate Experience

Vonq offers multilingual chat and phone-voice journeys (via WhatsApp and web) with branded flows and consent are strong. There is no video option, and formal enablement and accessibility tooling is limited.

Interviewer Offerings & Interface	Chat	✓
	Voice	✓
	Video	⊘

Legend	Not offered	⊘
	Planned offering	✂
	Limited Offering	🧩
	Standard Offering	✓
	Robust Offering	🏆



Category Compass Solution Profile

www.talentllama.ai

Solution overview

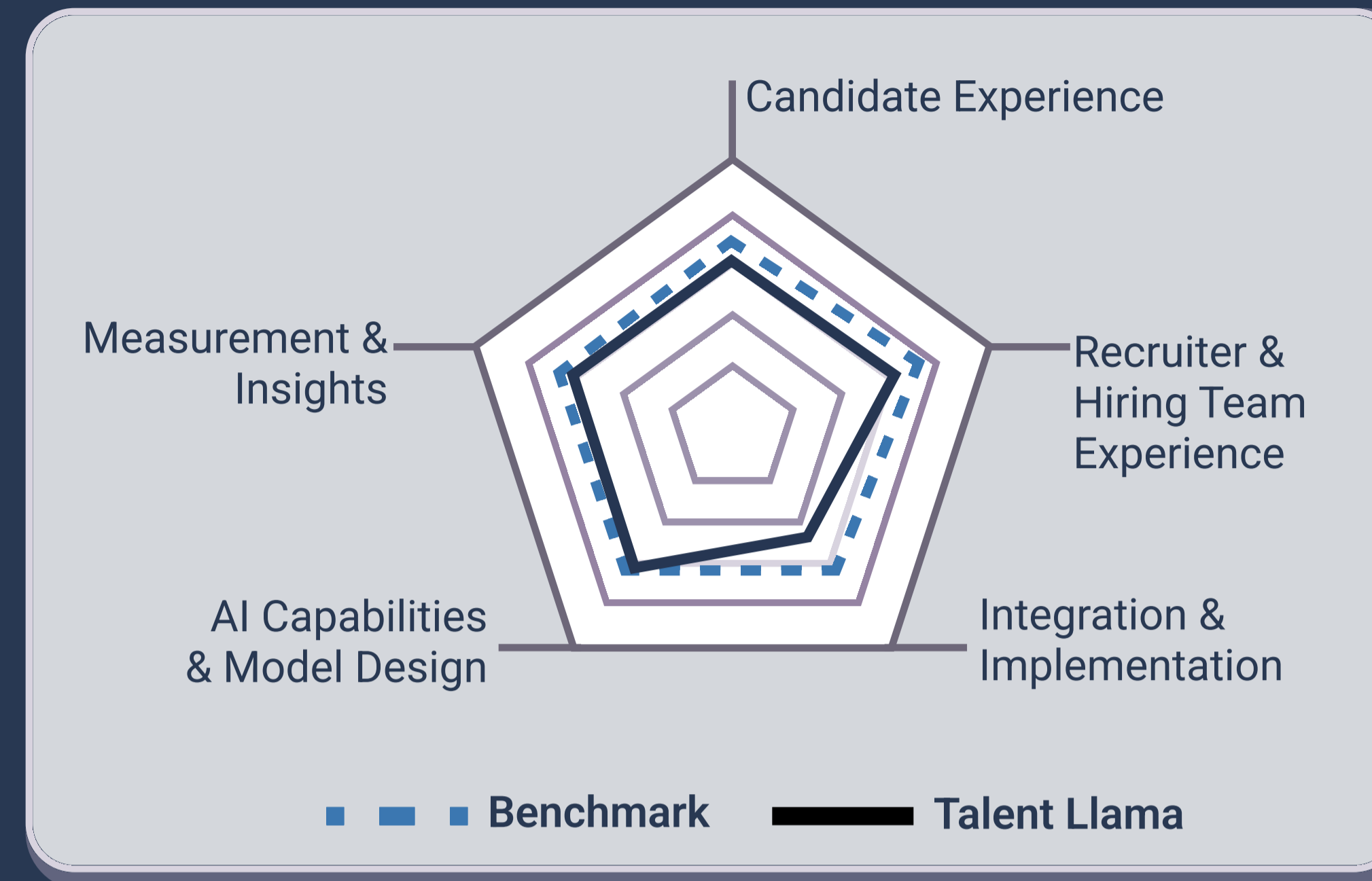
TalentLlama AI Interviewer, is designed for high-volume screening and first-round interviews at mid-market and enterprise organizations, with specialized workflows for technical assessments and staffing agencies. Delivered via voice-first web interviews with optional text support, it's available as a standalone application with deep native integrations for established partners such as Ashby, Greenhouse, Lever, SmartRecruiters, Teamtailor, and UKG Pro (with API paths for iCIMS and Workday).

Core strengths include goal-driven, agent-orchestrated dynamic probing and pragmatic "human-in-the-loop" governance with reusable templates, with differentiators like a multi-model architecture that prevents direct candidate-LLM interaction, blind-mode bias controls, and built-in integrity signals (e.g., tab-tracking and AI-response matching). The solution targets replacing manual resume screens with higher-signal shortlists while increasing fairness and throughput, supported by recruiter-ready transcripts, recordings, automated scoring, and comprehensive funnel/fraud metrics.

Ideal Customer Profile Proxies

Company Size	Mid-size (500–5,000 employees) and Enterprise (5,000+), including globally distributed organizations
Geographical Footprint	North America, Europe, LATAM
Industry Vertical	High-Growth & Compliance-Heavy
Workforce Types	Professional & Skilled Frontline
Interview Type	Top-of-Funnel Screening, First Round Interview
Top ATS Partners	Ashby, Greenhouse, UKG Pro, and iCIMS

Category Compass Bearings



Integration & Implementation

Talent Llama rolls out quickly with reusable templates and solid ATS stage sync/writebacks where supported. ATS depth varies, though, and there are no non-ATS integrations (e.g., scheduling/calendar/video).

Measurement & Insights

Provides some candidate-level artifacts plus practical funnel tracking (completion/drop-off) and integrity signals. It's lighter on advanced cohort benchmarking, cross-role comparisons, and export/BI hooks.

AI Capabilities & Model Design

Talent Llama uses a multi-agent approach to probe for evidence and generate explainable, transcript-backed evaluations. It intentionally avoids video and tone/sentiment analysis to reduce bias and stay focused on skills.

Recruiter & Hiring Team

Talent Llama produces strong, ready-to-review outputs (topic scores, pros/cons, transcripts, summaries) and can be used at nearly any funnel stage. It does not automate stage progression and offers limited score-weight customization.

Candidate Experience

Talent Llama delivers a polished, fully branded, voice-first interview with orientation and a quick tech check. It supports voice (and limited text), but not video today, and multilingual usage appears limited.

Interviewer Offerings & Interface

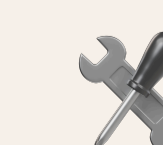
Chat



Voice



Video



Legend

Not offered



Planned offering



Limited Offering



Standard Offering



Robust Offering





Category Compass Solution Profile

www.Joveo.com

Solution overview

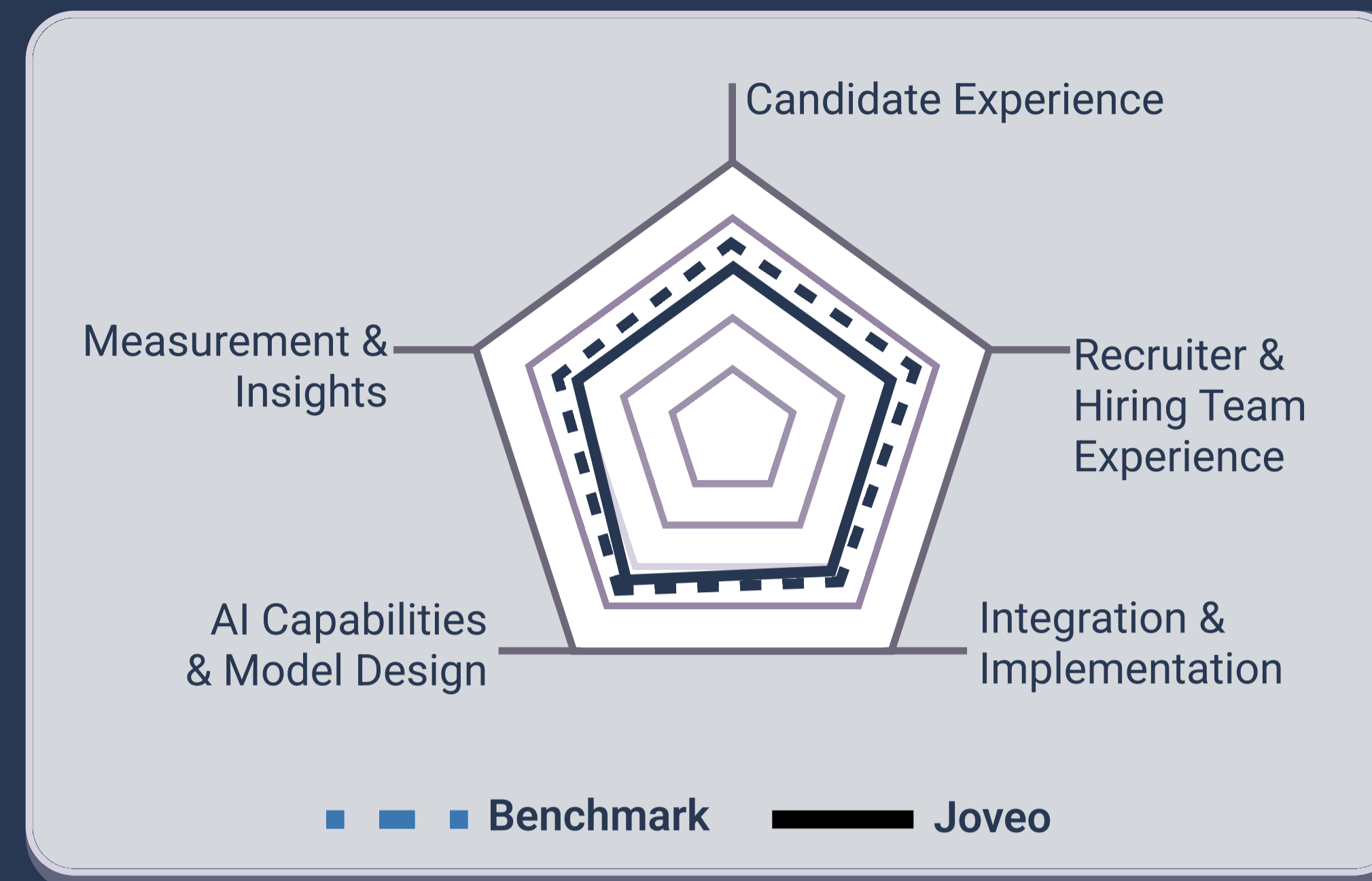
Joveo is designed for global enterprise, high-volume staffing, and RPO segments across industries ranging from hourly frontline roles in retail and logistics to professional tech and healthcare nursing. Delivered via an omnichannel, mobile-first experience, including video, phone, and WhatsApp; it is available as a standalone interviewing layer with an established integration footprint across major ATS partners like Workday, SAP SuccessFactors, Greenhouse, and Bullhorn.

Core strengths include global multilingual scale and cross-workforce versatility, with differentiators like dynamic probing that adapts to candidate responses in real-time and rubric-centric, explainable scoring that provides evidence-based decision support. The solution targets increased recruiter capacity and funnel velocity by automating the "admin tax" of interviewing, supported by comprehensive interview outputs such as transcripts, highlight reels, and conversion analytics.

Ideal Customer Profile Proxies

Company Size	Global Enterprise; Enterprise;
Geographical Footprint	Global (US, EU/UK, JAPAC, LATAM)
Industry Vertical	Retail & Logistics , Healthcare, Sales & Marketing Engineering/Tech, Staffing/RPO & Recruitment Marketing agencies
Workforce Types	Professional/Corporate, Tech, Frontline Management; Hourly; Customer Service
Interview Type	Top-of-Funnel Screening, First Round Interview, Technical Interviews
Top ATS Partners	Workday, SAP SuccessFactors, Oracle Taleo, SmartRecruiters, iCIMS, Greenhouse, Lever, Cornerstone, Salesforce, Bullhorn, Avionté

Category Compass Bearings



Integration & Implementation

Joveo connects to many ATSs, pulls jobs and candidates automatically, and can typically go live in 1–2 weeks; writing structured results back into ATS fields is still rolling out, and other ecosystem integrations are standard.

Measurement & Insights

Joveo tracks key funnel and completion metrics and creates concise summaries and highlights; fuller dashboards for comparing roles/teams and easier data exports are still maturing.

AI Capabilities & Model Design

Joveo uses clear, criteria-based scoring and smart follow-ups, and it listens for signals like pauses and tone; camera-based behavior signals, automatic ID checks, and independent bias documentation are still in progress.

Recruiter & Hiring Team

Joveo makes setup fast with ready-made question sets and scoring guides, plus automation that can invite candidates and move stages from your ATS; some human spot-checking is still expected, and writing scores directly into ATS fields across many systems isn't fully available yet.

Candidate Experience

Joveo offers an inclusive, multi-channel experience (video, phone, web/SMS, WhatsApp) with multilingual support, on-brand look and feel, and a quick tech check; the AI Interviewer can handle two-way Q&A, though it can't yet grade what's shown on screen and its answer-safety controls are basic.

Interviewer Offerings & Interface

Chat	✓
Voice	✓
Video	🏆

Legend

Not offered	🚫
Planned offering	🔧
Limited Offering	🧩
Standard Offering	✓
Robust Offering	🏆



Category Compass Solution Profile

www.crosschq.com

Solution overview

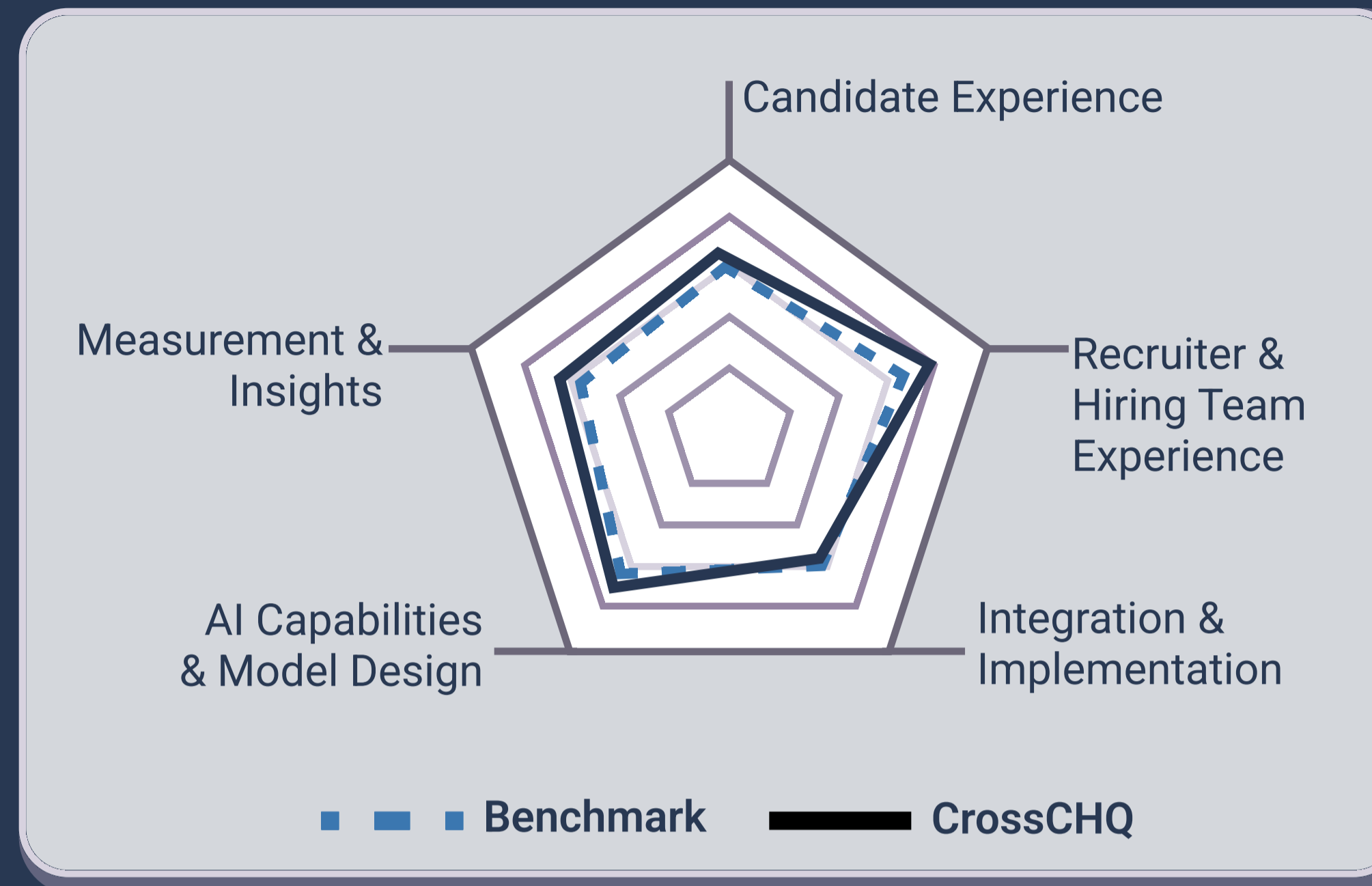
Crosschq AI Interview Agent is an ATS-anchored, voice/video AI interviewer designed to automate structured screening and interview stages while keeping recruiters in control of final decisions. The product's center of gravity is twofold: Fast, plug-and-play deployment through major ATS integrations that can trigger interviews from stage changes; and a Configurable "Interview Agent" builder that turns job descriptions into interview plans, questions, and evaluation criteria.

Operationally, Crosschq emphasizes consistent, transcript-based evaluation (including a multi-model panel approach) and produces an interview report package (summary, transcript, recordings, optional scores/recommendations) that can be surfaced in the Crosschq app and attached back to the ATS. Strategically, it's built to reduce recruiter time-per-candidate in high-volume workflows while offering guardrails like optional scoring, transparent candidate review of transcripts, and bias-reduction choices (e.g., excluding non-verbal cues from scoring).

Ideal Customer Profile Proxies

Company Size	Mid-size (500–5,000 employees) and Enterprise (5,000+), including globally distributed organizations
Geographical Footprint	North America, Europe, LATAM, APAC
Industry Vertical	Retail, Hospitality, Healthcare, Technology, Staffing, Professional Services and more
Workforce Types	Hourly/Frontline; Professional/Knowledge-Worker
Interview Type	Screen / Upper-funnel; First-round / Structured competency; Culture interview; Candidate Rediscovery; Onboarding;
Top ATS Partners	Greenhouse; Workday; iCIMS; SAP (SuccessFactors); Oracle

Category Compass Bearings



Integration & Implementation

ATS-triggered workflows and report writebacks plus scheduling/notification partners make integrations a clear strength

Measurement & Insights

Core engagement and operational metrics are covered with claims of outcome-linked reporting, but advanced conversational analytics and specialized dashboards appear thinner or roadmap-adjacent.

AI Capabilities & Model Design

Transcript-based, multi-model evaluation with configurable rubrics and sensible governance is robust, while richer evidence-linking/explainability and advanced integrity signals are partly roadmap.

Recruiter & Hiring Team

Recruiters can quickly configure role-specific agents and get ATS-ready reports with practical review tooling, though deeper calibration and collaboration workflows are less evidenced.

Candidate Experience

Crosschq delivers a strong voice/video, branded AI-led interview with solid logistics and transparency, but limited evidence of chat-first and broader language coverage.

Interviewer Offerings & Interface

Chat



Voice



Video



Not offered



Planned offering



Limited Offering



Standard Offering



Robust Offering





Category Compass Solution Profile

www.tenzo.ai

Solution overview

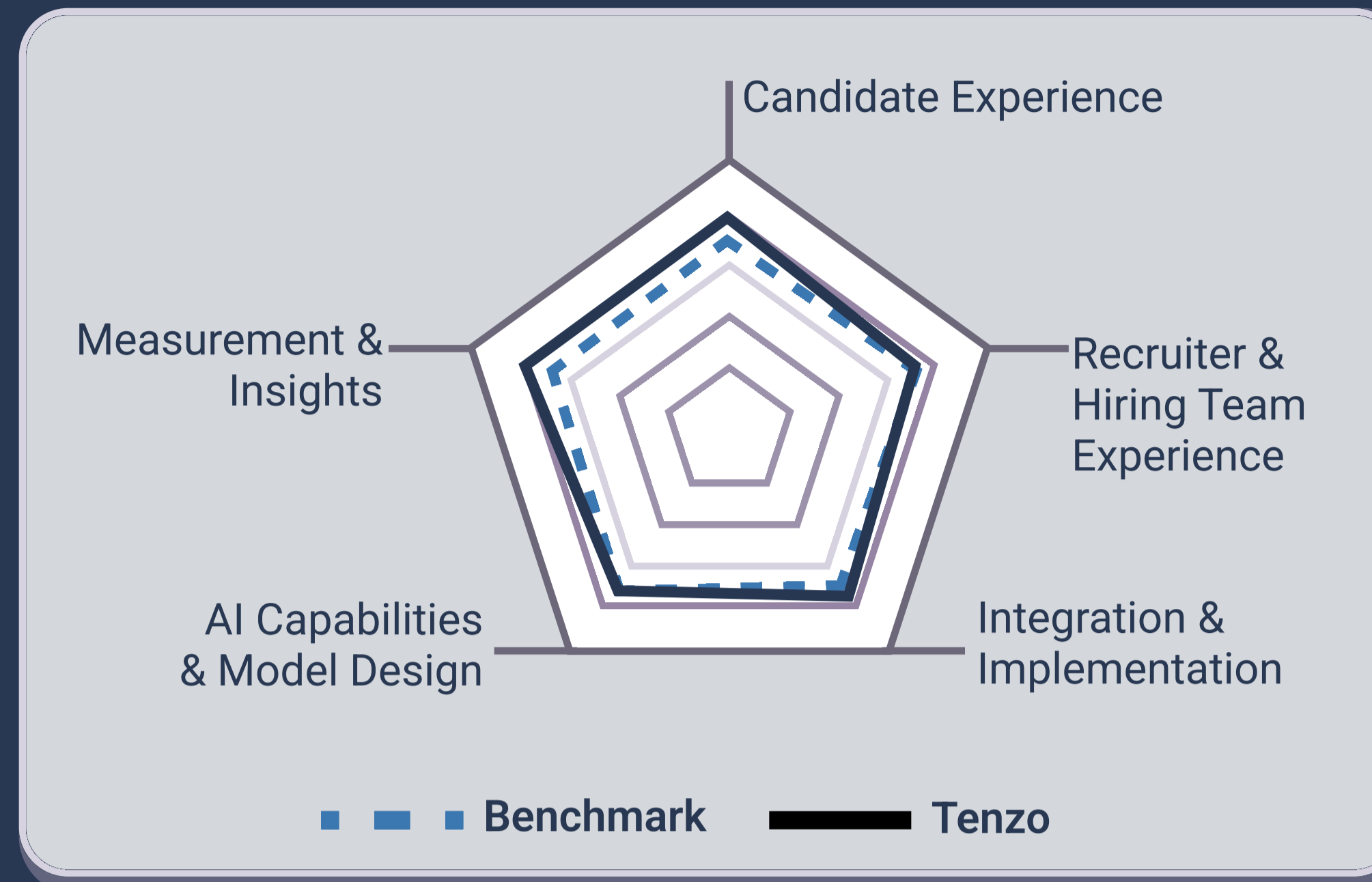
Tenzo is a governance-forward AI Interviewer designed for high-volume, asynchronous screening where consistency, integrity, and defensibility matter as much as speed. The platform supports multi-modal interviews (voice, video, and text) and emphasizes strong candidate readiness, transparency, and accessibility to reduce confusion and drop-off early in the funnel. Rather than positioning itself as a prescriptive decision engine, Tenzo focuses on structured signal capture and standardized evaluation, giving recruiters clear artifacts - transcripts, scores, and evidence highlights - that support faster, more consistent review while keeping humans firmly in control of hiring decisions.

Where Tenzo stands out is in how deeply it operationalizes AI oversight and candidate interaction. Features like in-flow candidate Q&A with recruiter alerts when the AI cannot confidently respond, integrity and authenticity signals, and explicit monitoring for AI errors reflect a more mature "AI operations" mindset than many peers. While analytics and ATS integrations are solid for core workflows, Tenzo's primary value lies in enabling scalable, defensible early-stage interviewing for organizations that prioritize governance, global readiness, and operational control over highly prescriptive recommendations or advanced qualitative insight layers

Ideal Customer Profile Proxies

Company Size	Mid-size (500–5,000 employees) and Enterprise (5,000+), including globally distributed organizations
Geographical Footprint	North America, Europe, LATAM, APAC
Industry Vertical	Technology, Healthcare, Retail/Hospitality, Manufacturing, and Staffing/Professional Services
Workforce Types	Hourly/Frontline and Professional roles; particularly well suited for moderate-to-high volume hiring
Interview Type	Top-of-funnel screening, early first-round interviews, and structured pre-interview qualification
Top ATS Partners	All major ATS's with pull/push and writeback capabilities

Category Compass Bearings



Integration & Implementation

Performs well in core workflow automation with ATS pull/push, reliable writeback of outcomes, and support for event-driven interview flows. Integrates effectively across major ATS platforms, enabling teams to deploy without meaningfully disrupting existing recruiter workflows.

Measurement & Insights

Delivers strong operational reporting across completion, stage, and role-level metrics, paired with consistent candidate artifacts for comparison. Tenzo also extends further into qualitative intelligence with cross-interview theme clustering and natural-language querying across completed interviews, supporting deeper program-level insight.

AI Capabilities & Model Design

Takes a governance-forward approach with clear technology transparency, adaptive follow-up logic, and active monitoring to reduce errors or unexpected model behavior. A deeper integrity feature set—including fraud and interview authenticity signals—makes the platform particularly well suited for unsupervised, at-scale screening.

Recruiter & Hiring Team

Enables fast role configuration and flexible deployment across multiple funnel stages, producing decision-ready artifacts such as transcripts, structured scores, and evidence highlights. The experience is optimized for standardized evaluation and efficient review rather than prescriptive recommendations, allowing recruiters to stay in control of downstream decisions.

Candidate Experience

Provides a structured, multi-modal AI interview experience (voice, video, text) with strong candidate readiness and transparency, including orientation, consent, and technical checks. Candidate-facing Q&A powered by a curated knowledge base and escalation paths helps reduce confusion and abandonment, particularly in fully asynchronous, high-volume hiring flows.

Interviewer Offerings & Interface

Chat



Voice



Video



Legend

Not offered



Planned offering



Limited Offering



Standard Offering



Robust Offering



GLIDER



Category Compass Solution Profile

www.glider.ai

Solution overview

Glider AI Interviewer is built for enterprise teams that need to move large candidate volumes through structured screening and early interviews without bottlenecking on internal SMEs. It supports voice/phone, video, and chat/text (including WhatsApp), and is meant to sit close to the recruiting system of record—so interviews can be initiated from existing process steps and routed back as a standardized “interview packet” for review.

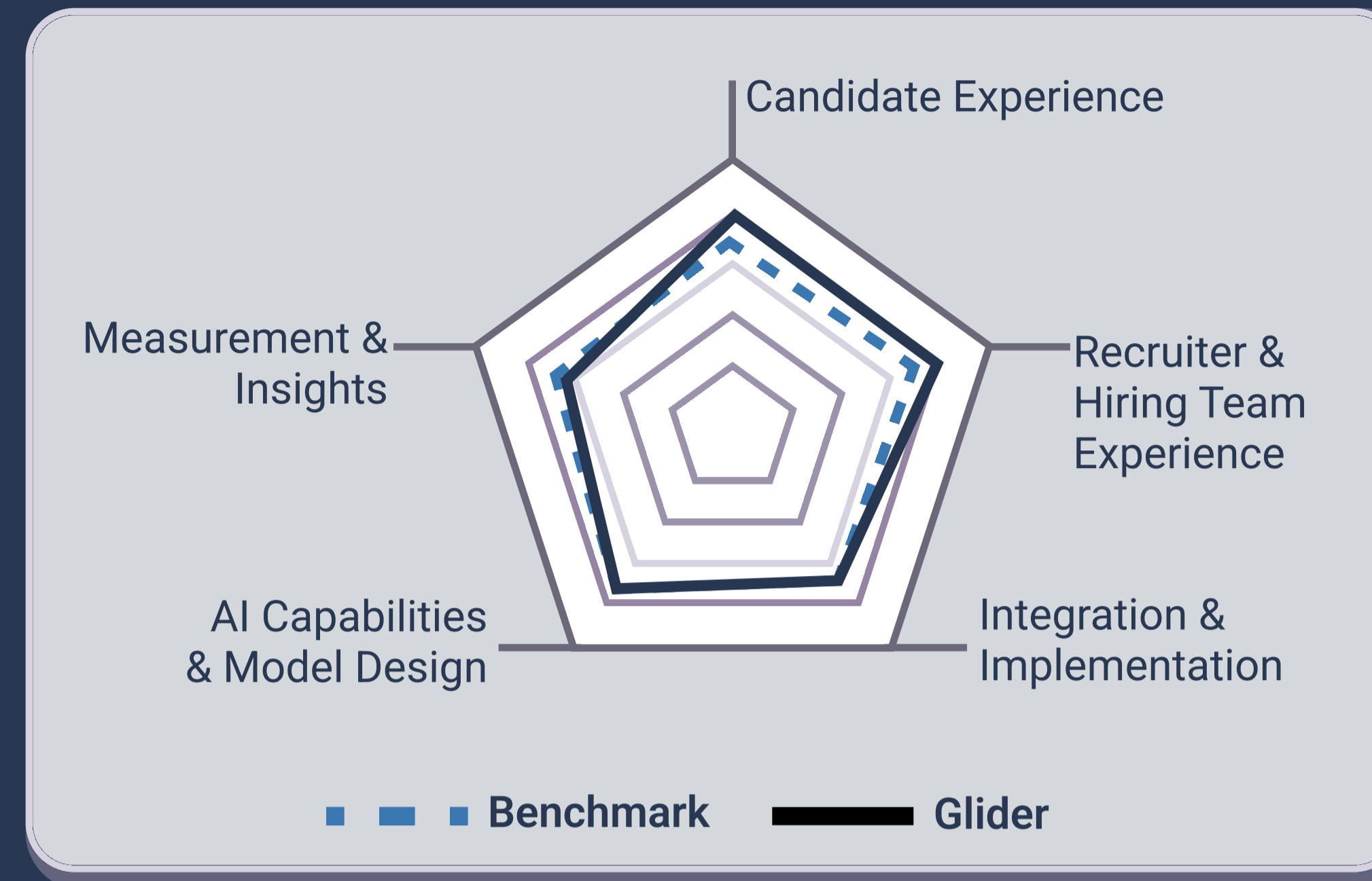
Where Glider really leans in is repeatability and integrity: Interviews are organized around role skills and configurable rubrics, and the outputs emphasize reviewability (transcripts, recordings, scored skill feedback) rather than black-box dispositioning.

A notable differentiator is the built-in fraud and authenticity layer (including proctoring signals and optional ID verification), positioning the product for compliance- and quality-sensitive workflows where trustworthy signal matters as much as speed.

Ideal Customer Profile Proxies

Company Size	Enterprise; Global Enterprise
Geographical Footprint	US; EU/UK; India
Industry Vertical	IT Services/Staffing; Financial Services; Retail/eCommerce; Logistics; Airlines
Workforce Types	Tech; Professional/Non-Tech; Contingent/Contractors
Interview Type	Screen; First-Round Interview; Technical Interview; Behavioral Interview; Skills Assessments
Top ATS Partners	Workday; SAP SuccessFactors; Oracle/Taleo; Greenhouse; iCIMS; Jobvite; SmartRecruiters

Category Compass Bearings



Recruiter & Hiring Team

Role templates built from job requirements with configurable skills/weighting and follow-up depth, producing a consistent review package (transcript, recording, rubric-based scoring, strengths/weaknesses) that supports—rather than replaces—human decisions.

Candidate Experience

Multimodal AI-led interviews (voice/phone, video, chat/text incl. WhatsApp) with branding, multilingual support, and onboarding/tech checks to reduce friction and set expectations.

Interviewer Offerings & Interface

Chat



Voice



Video



Integration & Implementation

ATS-centric launch and workflow triggering (e.g., stage/status changes) with results routed back into recruiting flows, plus stated enterprise integrations (SSO/HRIS/VMS/CRM/LMS) though admin/API depth is less evidenced in briefing materials.

Measurement & Insights

Funnel and operational metrics (scheduled/started/completed, no-shows, drop-off) with filtering and exports, and optional embedded dashboards for more customized reporting.

AI Capabilities & Model Design

Orchestrates major foundation models to run adaptive, two-way interviews with rubric-based evaluation and governance controls, with a clear differentiator in integrity tooling (proctoring + optional ID verification) to protect result validity.

Legend

Not offered



Planned offering



Limited Offering



Standard Offering



Robust Offering





Category Compass Solution Profile

www.sensehq.com

Solution overview

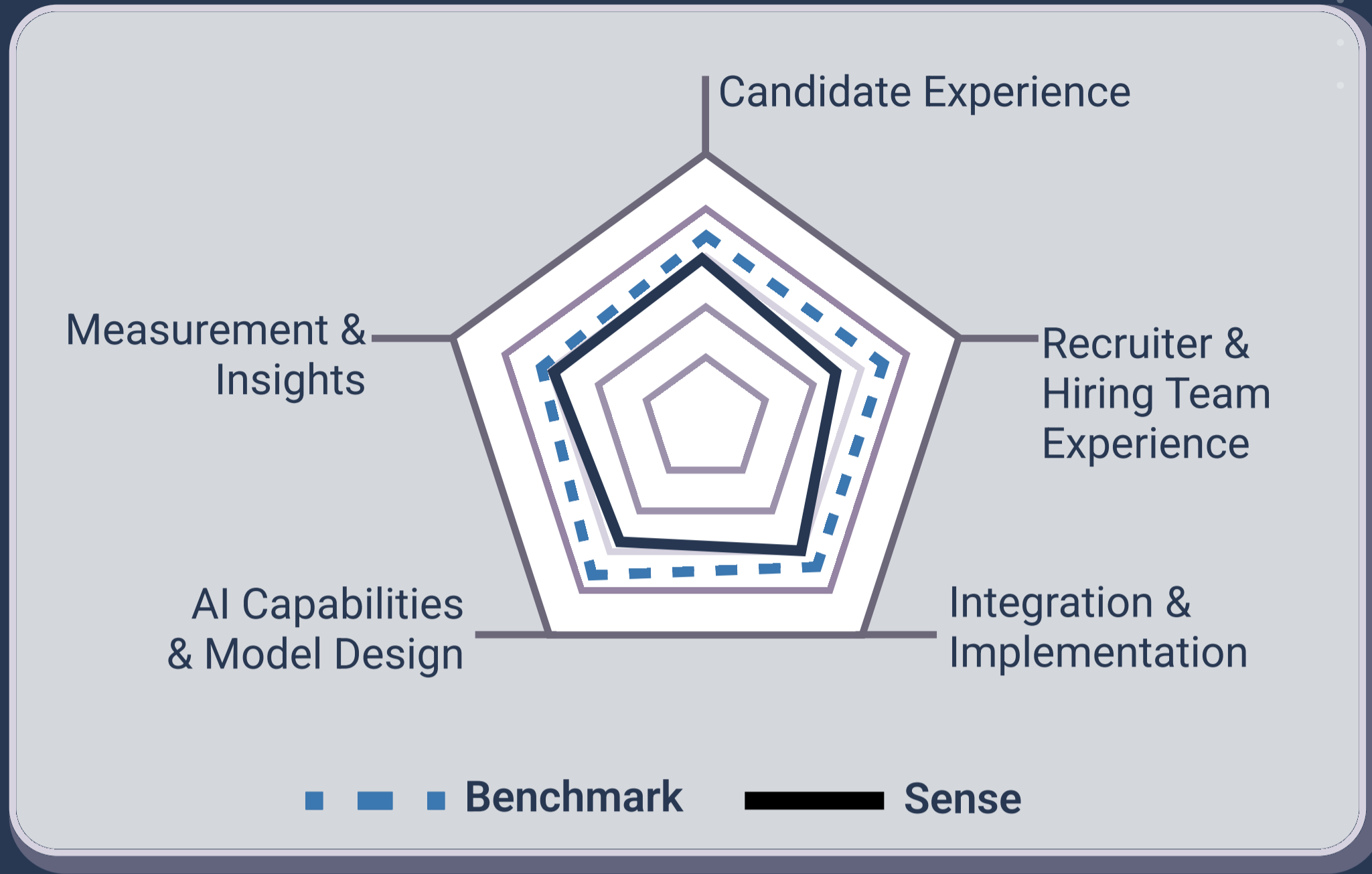
Sense AI Interviewer is an enterprise-grade automation engine designed for high-volume screening and first-round interviews. Its primary differentiator is a "Hands-Off" Workflow Builder that uses real-time ATS triggers (like job postings or status changes) to launch instant, multi-lingual voice and text outreach.

While it offers robust "stay-in-ATS" transparency through automated transcripts and sentiment scoring, its integration depth varies by platform, notably utilizing attachment-based writebacks for Workday rather than direct field mapping. Strategically, the solution is built to maximize recruiter capacity and "time-to-slate," providing a scalable audit trail for compliance-heavy environments through its third-party bias audits and centralized program metrics.

Ideal Customer Profile Proxies

Company Size	Mid-size (500–5,000 employees) and Enterprise (5,000+), including globally distributed organizations
Geographical Footprint	US/North America and EU/UK; also active in APAC and LATAM (plus some Africa)
Industry Vertical	Technology, Healthcare, Retail/Hospitality, Manufacturing, and Staffing/Professional Services
Workforce Types	Hourly/Frontline and Professional roles; particularly well suited for moderate-to-high volume hiring
Interview Type	Top-of-Funnel Screening, First Round Interview, Reference Checks
Top ATS Partners	iCIMS, SAP SuccessFactors, Oracle, SmartRecruiters, Greenhouse

Category Compass Bearings



Integration & Implementation
 Integrations are a clear strength: broad ATS coverage with bi-directional writebacks and event-based triggers, typically enabling a relatively quick go-live – with some ATS-specific limitations and enterprise admin/identity depth not clearly evidenced.

Measurement & Insights
 Sense offers core funnel and engagement metrics and basic operational reporting, but deeper cohorting, "chat-with-interview" conversational insights, and more productized Screen-specific dashboards appear thinner / more roadmap-adjacent than others.

Recruiter & Hiring Team
 This AI Interviewer can materially speed top-of-funnel screening with configurable scoring and ATS-ready artifacts (summary/transcript/evaluation), but collaboration workflows and consistency "guardrails" feel lighter than the most structured, reviewer-centric tools.

AI Capabilities & Model Design
 The system supports adaptive, conversational questioning with bias-audit claims, monitoring, and practical fraud signals, but it's still fairly opaque on internal logic and (today) doesn't meaningfully incorporate visual/nonverbal signals beyond voice.

Candidate Experience
 Sense delivers strong voice-first screening with SMS/chat entry points, branding options, and broad multilingual coverage, plus integrated scheduling. Richer "grounded" candidate enablement offerings are limited.

Interviewer Offerings & Interface	Chat	✓
	Voice	✓
	Video	✗

Legend	Not offered	⊖
	Planned offering	✗
	Limited Offering	🧩
	Standard Offering	✓
	Robust Offering	🏆



BrightHire

Category Compass Solution Profile

www.brighthouse.com

Solution overview

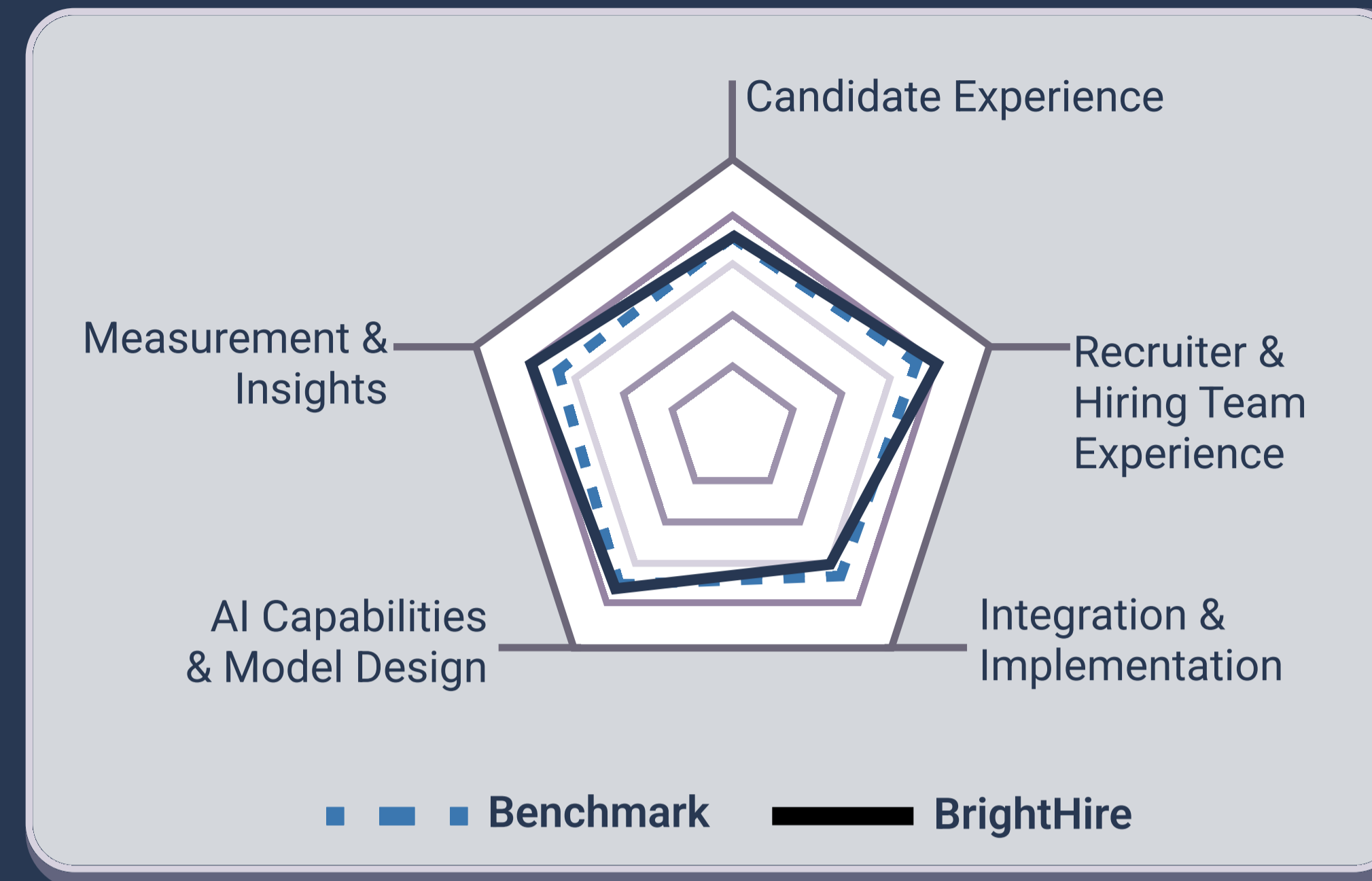
BrightHire Screen, offered by BrightHire, is designed to automate early-stage recruiter screens—replacing high-volume phone screens with a structured AI-led interview that produces consistent, reviewable signals. Delivered primarily via voice and one-way video today, it’s built to fit into existing recruiter workflows through ATS-stage-based invitations and post-interview results that flow back into the systems recruiters already use—especially Greenhouse and Ashby (with broader ATS coverage positioned as planned for 2026).

Core strengths include fast time-to-launch, flexible role setup (start from a job description, existing questions/rubrics, or prior BrightHire Interview recordings), and a highly structured evaluation model with configurable weighting and evidence-linked review. BrightHire’s positioning is “augment, not replace”: it does not auto-disposition candidates or automate accept/reject messaging, and instead focuses on making screening faster and more consistent while keeping decisions firmly with humans.

Ideal Customer Profile Proxies

Company Size	Start-Ups/Scale-Ups; Mid-Sized Companies; Emerging in Medium Enterprise
Geographical Footprint	US; EU/UK
Industry Vertical	Tech & Software; Consumer Goods & Retail; Healthcare; Professional Services; FinTech & Insurance; Media & Advertising; Education
Workforce Types	Professional/Corporate, Tech, Frontline Management; Hourly; Customer Service
Interview Type	Screen; First-Round Interview; Limited Second-Round Use Cases; Behavioral/Competency interviews
Top ATS Partners	Greenhouse (assessment API + Chrome extension); Ashby (assessment API + Chrome extension)

Category Compass Bearings



Integration & Implementation

Setup is lightweight and can go live quickly, with strongest ATS integrations in Greenhouse and Ashby today. It will also be available without an ATS integration in early 2026, and scheduling integrations are on the roadmap for later this year.

Measurement & Insights

BrightHire provides core operational metrics and candidate feedback today and reduces the need for full manual review, but deeper Screen-specific analytics and dashboards are positioned for 2026.

Recruiter & Hiring Team

It shines in structured screening with configurable rubrics and weighting, producing evidence-linked scores and summaries that reviewers can access in BrightHire and (for Greenhouse/Ashby) directly in the ATS workflow.

Candidate Experience

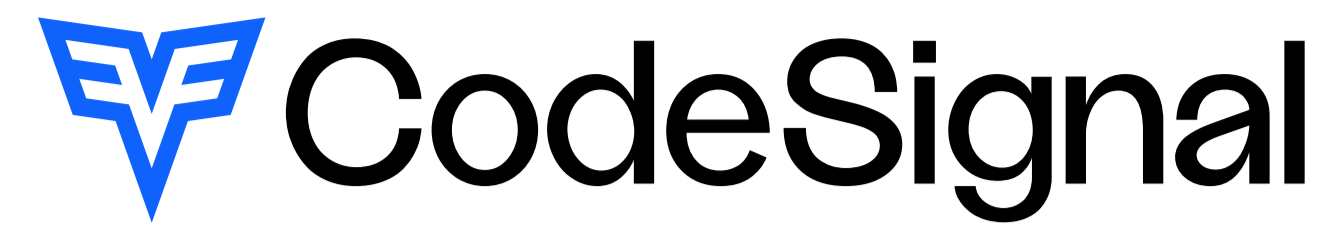
BrightHire Screen delivers a low-friction, voice and one-way video interview with consent, basic readiness support, and candidate Q&A, while branding and multilingual support are largely roadmap items.

AI Capabilities & Model Design

The system combines LLMs/NLP/rules for structured questioning, follow-ups, and auditable evaluation with strong monitoring and bias-audit claims, while fraud/identity controls and richer nonverbal/sentiment signals are mostly on the roadmap.

Interviewer Offerings & Interface	Chat	🚫
	Voice	🏆
	Video	✅

Legend	Not offered	🚫
	Planned offering	🔧
	Limited Offering	🧩
	Standard Offering	✅
	Robust Offering	🏆



Category Compass Solution Profile

www.CodeSignal.com

Solution overview

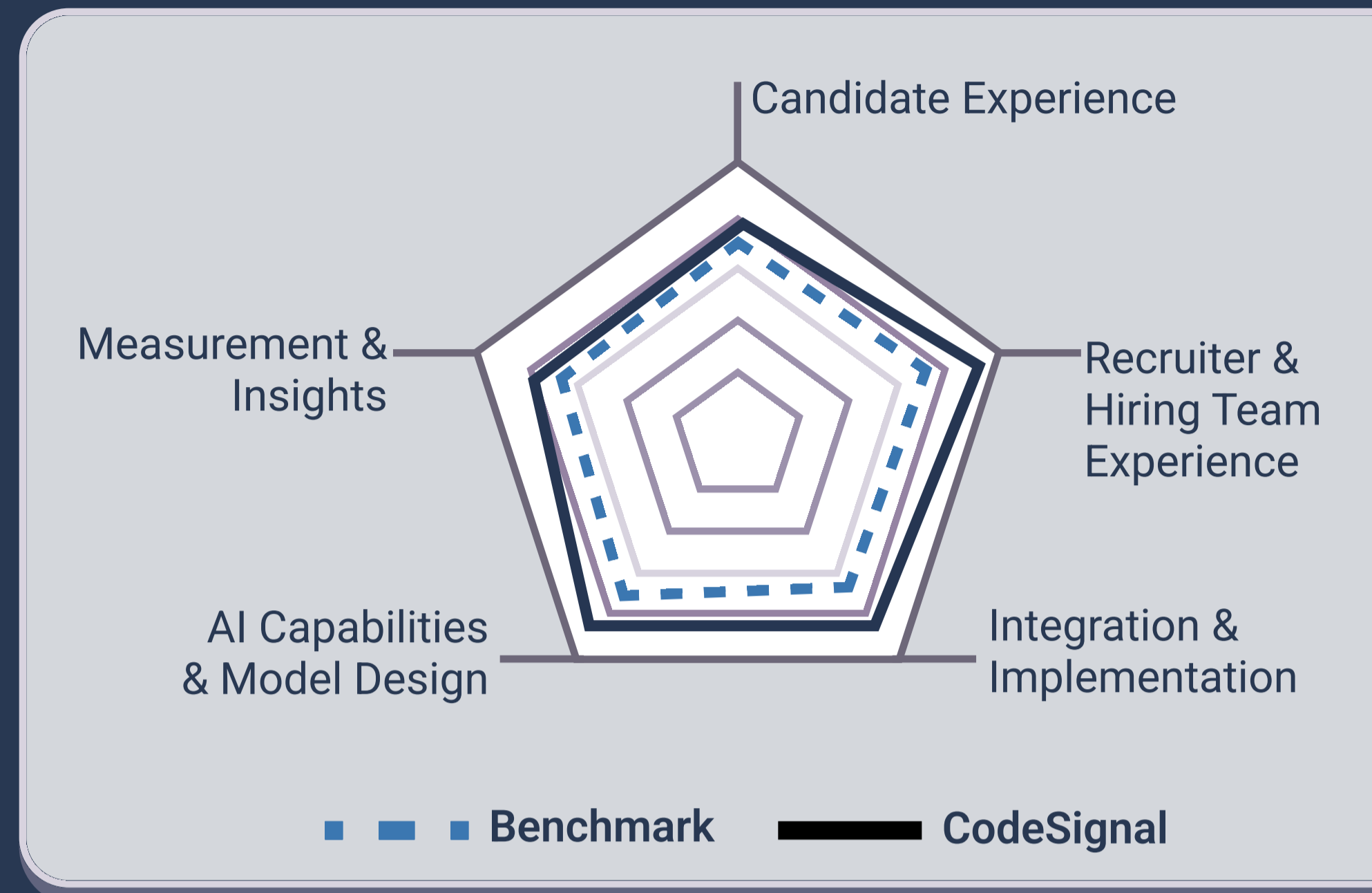
CodeSignal AI Interviewer, offered by CodeSignal, is designed for recruiter screens, behavioral interviews, role-plays (sales/support), and thought-process-focused technical interviews in mid-market and enterprise segments. Delivered via voice and video formats, it's available as part of CodeSignal's broader skills assessment suite with established partners such as Greenhouse, Lever, SmartRecruiters, Workday, iCIMS, and SAP SuccessFactors.

Core strengths include production-ready voice interviewing and robust post-interview reports (scores, rubric breakdowns, integrity flags, replay/transcript), with differentiators like skills-engine grounding of interviews and model-agnostic LLM orchestration. The solution targets faster, more consistent screening and higher signal quality at scale, supported by operational reporting on completion/drop-off and pass-through, plus clear summaries and "why" insights for reviewers.

Ideal Customer Profile Proxies

Company Size	Mid-size (500–5,000 employees) and Enterprise (5,000+), including globally distributed organizations
Geographical Footprint	North America, Europe, LATAM, APAC
Industry Vertical	Tech, Fintech, Ecommerce
Workforce Types	Professional, Tech, Sales/Support, Frontline/Hourly
Interview Type	Recruiter Screens, Role-Plays, Behavioral, Technical/Skills-Based
Top ATS Partners	Greenhouse, Lever, SmartRecruiters, Workday, iCIMS, SAP SF, Gem, Ashby

Category Compass Bearings



Integration & Implementation

CodeSignal integrates with major ATS platforms and leverages its existing enterprise-grade assessment infrastructure (SSO/SCIM, APIs, webhooks) so AI interviews fit naturally into recruiter workflows. Teams can launch quickly—often in days—starting with lightweight role setup and expanding through structured pilots and calibration before scaling.

Measurement & Insights

CodeSignal provides practical out-of-the-box reporting on drop-off, completion, pass-through, and score trends, with segmentation by role, cohort, and region to support meaningful comparisons. The platform emphasizes efficient human review—surfacing summaries and evidence first—while using an advisory model for progression thresholds rather than fully automated routing.

AI Capabilities & Model Design

CodeSignal takes a skills-first, rubric-driven approach, using adaptive follow-ups to ensure complete evidence collection rather than one-pass Q&A. The platform is model-agnostic with strong integrity, governance, and fairness guardrails—surfacing trust signals in reports while keeping final decisions firmly in human hands.

Recruiter & Hiring Team

CodeSignal supports AI interviews across multiple funnel stages, from early qualification through deeper skill validation, with a focus on high-volume and high-variance roles. Hiring teams receive decision-ready artifacts—structured scores, skill-level evidence, integrity signals, and full transcripts—grounded in IO-psych best practices, with hands-on expert support during setup and calibration.

Candidate Experience

CodeSignal delivers a polished, candidate-friendly interview experience anchored in video today, with phone and text on the near-term roadmap, supported by practice questions and guided prep content. The interviewer can answer role and company questions, helping global teams deliver a consistent, on-brand experience that feels transparent rather than opaque.

Interviewer Offerings & Interface

Chat



Voice



Video



Legend

Not offered



Planned offering



Limited Offering



Standard Offering



Robust Offering





Category Compass Solution Profile

www.eightfold.ai

Solution overview

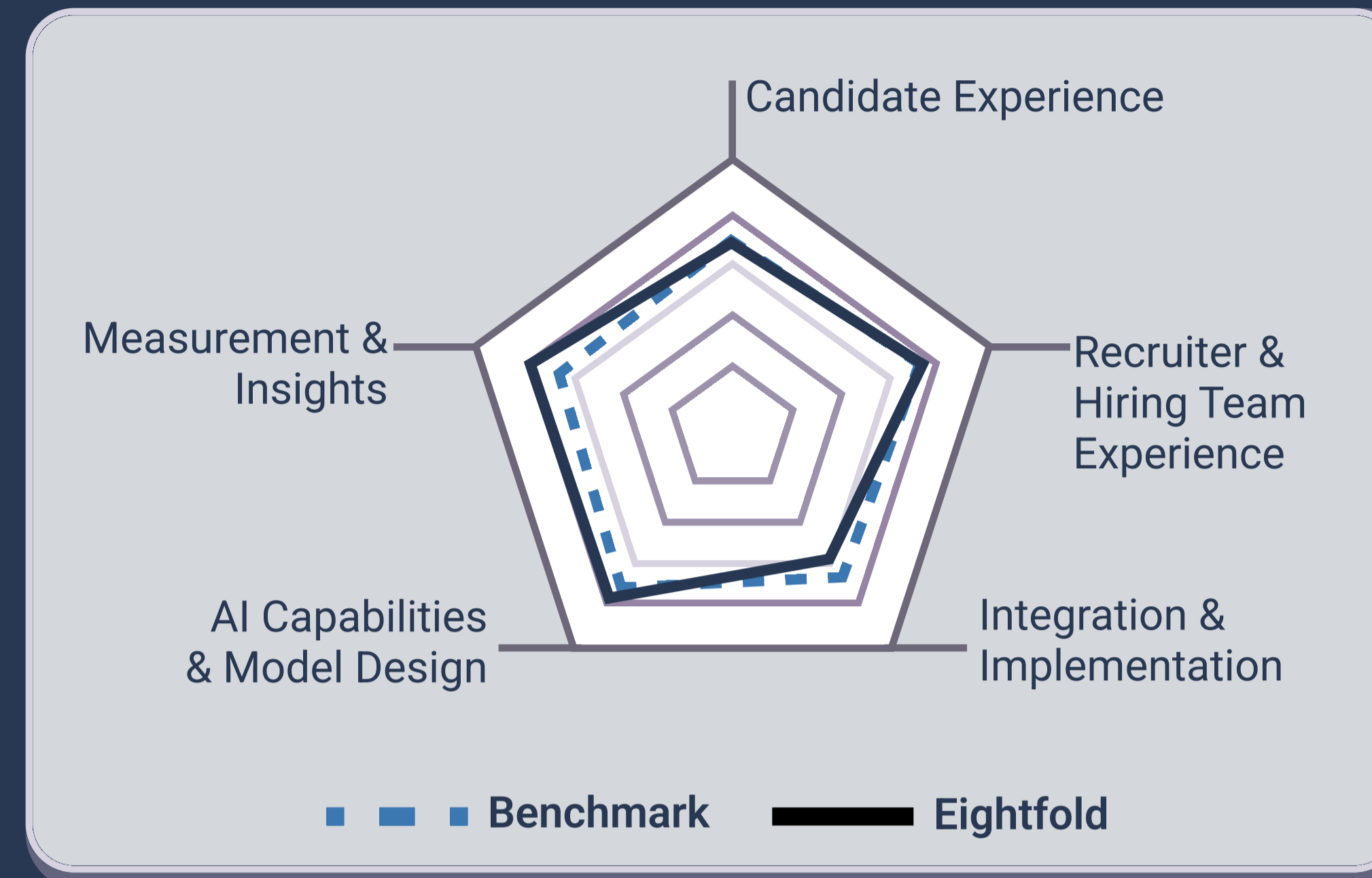
Eightfold AI Interviewer is designed for large, global organizations seeking to automate early-stage and functional interviewing with a strong emphasis on skills-based evaluation, governance, and consistency at scale. Delivered as a native capability within the Eightfold Talent Intelligence Platform, the solution supports voice, video, and text-based interviews and can be deployed across multiple stages of the hiring funnel - from apply-and-interview workflows to structured first-round and functional interviews. Interviews generate comprehensive, recruiter-ready artifacts - including transcripts, structured scores, summaries, and integrity flags - that write back directly into the ATS, enabling teams to scale screening while keeping recruiters and hiring managers in existing systems of record.

Where Eightfold differentiates is its deep coupling of AI interviewing with its proprietary Talent Intelligence foundation. By grounding interviews in a global skills ontology and role-aware models, the platform emphasizes explainable, content-based evaluation over opaque or biometric-driven signals. Strong enterprise controls - such as bias mitigation, auditability, identity verification, and human-in-the-loop governance - position the solution for regulated, high-compliance environments. Rather than operating as a standalone point solution, Eightfold AI Interviewer extends the broader platform's intelligence into interviewing, prioritizing standardized, defensible decision support over highly customized or prescriptive automation.

Ideal Customer Profile Proxies

Company Size	Mid-size (500–5,000 employees) and Enterprise (5,000+), particularly organizations scaling hiring volume while maintaining centralized TA governance
Geographical Footprint	North America, Europe, LATAM, APAC
Industry Vertical	Technology, Healthcare, Financial Services, Retail/Hospitality, Manufacturing, and Staffing/Professional
Workforce Types	Hourly/Frontline and Professional roles; particularly well suited for moderate-to-high volume hiring
Interview Type	Top-of-funnel screening, early first-round interviews, and structured pre-interview qualification
Top ATS Partners	Workday, iCIMS, SAP SuccessFactors, Oracle Taleo, and Eightfold's own ATS

Category Compass Bearings



Integration & Implementation

Excels in ATS-centric integration and automation, with mature bi-directional sync, event-triggered interview launches, and reliable write-back of interview results and statuses. Deployment is streamlined for organizations already on the Eightfold platform, while standalone use is possible but less differentiated relative to platform-native implementations.

Measurement & Insights

Offers strong operational and funnel analytics, including invitation, start, and completion rates, role-level comparisons, and downstream outcome tracking, alongside rich individual candidate artifacts. More advanced qualitative analytics - such as automated theme clustering or conversational querying across interview data - are not yet generally available.

AI Capabilities & Model Design

Built on Eightfold's proprietary Talent Intelligence foundation and skills ontology, the AI Interviewer focuses on content- and skill-based evaluation using structured frameworks and dynamic follow-ups. The model design intentionally excludes facial recognition, emotion detection, and other biometric scoring, with strong guardrails for fairness, bias mitigation, and human-in-the-loop oversight.

Recruiter & Hiring Team

Provides recruiters and hiring managers with clear, decision-ready outputs - including transcripts, structured scores, summaries, and integrity flags - that write back cleanly into the ATS. The experience emphasizes consistency, explainability, and governance, enabling faster review at scale, though it favors standardized workflows over highly bespoke, recruiter-level customization.

Candidate Experience

Delivers a polished, enterprise-grade interviewing experience across voice, video, and text, with adaptive multi-turn conversations, strong candidate enablement, and global language support. Transparent orientation, clear consent flows, and the explicit avoidance of biometric or facial analysis contribute to a trust-forward experience, though the overall interaction prioritizes structured evaluation over high degrees of employer branding creativity.

Interviewer Offerings & Interface

Chat



Voice



Video



Legend

Not offered



Planned offering



Limited Offering



Standard Offering



Robust Offering





Category Compass Solution Profile

www.alex.com

Solution overview

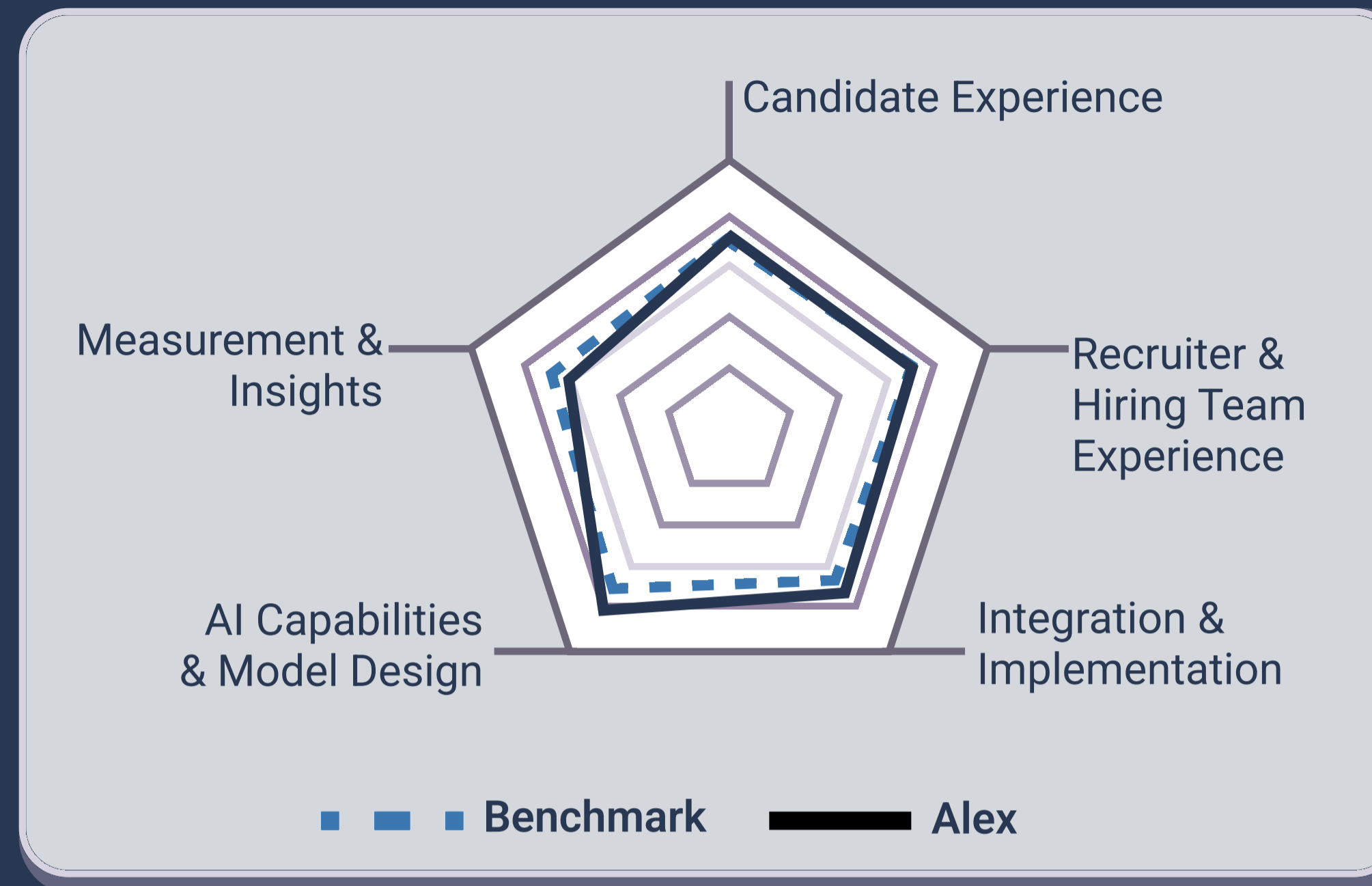
Alex's AI Interviewer is designed for organizations looking to scale early-stage screening with speed and consistency while maintaining strong human oversight and compliance controls. The platform is optimized for top-of-funnel screening and first-round interviews, using structured, voice-first conversations to replace manual resume reviews and recruiter phone screens. Interview outputs - including transcripts, summaries, scores, and integrity signals - are written directly back into the ATS, enabling teams to increase throughput without altering downstream hiring workflows.

Where Alex differentiates is in its governed automation and operational breadth beyond interviewing alone. By combining AI interviews with automated scheduling, candidate rediscovery, outcome-based workflow automation, and cohort-level analytics, the platform addresses multiple sources of friction at the top of the funnel. Its conservative AI posture - emphasizing transparent scoring, bias audits, human-in-the-loop controls, and global equity - makes Alex particularly well suited for teams prioritizing defensibility, fairness, and reliability over prescriptive or fully autonomous decision-making

Ideal Customer Profile Proxies

Company Size	Mid-size (500–5,000 employees) and Enterprise (5,000+), particularly organizations scaling hiring volume while maintaining centralized TA governance
Geographical Footprint	North America and Europe, with growing applicability for globally distributed teams
Industry Vertical	Technology, Healthcare, Retail/Hospitality, Manufacturing, and Staffing/Professional Services
Workforce Types	Hourly/Frontline and Professional roles; particularly well suited for moderate-to-high volume hiring
Interview Type	Top-of-funnel screening, early first-round interviews, and structured pre-interview qualification
Top ATS Partners	Alex integrates with all of the major ATSs, including Ashby, Bullhorn, Lever, Loxo, Tracker, Avionte, Workday, Salesforce, Greenhouse, JobDiva, SuccessFactors, SmartRecruiters, iCIMS, Avature, Cornerstone, UKG, ADP, and Oracle Recruiting Cloud.

Category Compass Bearings



Integration & Implementation

Integrates reliably with core ATS platforms to support candidate sync, artifact writeback, and outcome-based workflow automation, enabling deployment within weeks rather than months. The platform's ATS-first philosophy allows teams to adopt AI interviewing and automation without disrupting existing hiring workflows or ownership models.

Measurement & Insights

Produces strong per-candidate outputs alongside increasingly robust funnel, completion, and cohort-level analytics that support screening optimization at scale. Compared to many peers in the cohort, Alex has invested more deeply in operational analytics that enable teams to monitor performance and continuously refine top-of-funnel outcomes.

AI Capabilities & Model Design

Uses structured, rules-driven conversational logic with dynamic branching and outcome thresholds to surface job-relevant evidence in a transparent and defensible way. By intentionally excluding subjective signals such as facial or tone analysis and pairing this with third-party bias audits, Alex emphasizes fairness and compliance over opaque AI inference.

Recruiter & Hiring Team

Provides recruiters with clean, decision-ready artifacts - including transcripts, summaries, rubric-aligned scores, and integrity signals—while deliberately avoiding autonomous candidate advancement. This human-in-the-loop design reinforces recruiter trust, auditability, and accountability, particularly in regulated or risk-aware environments.

Candidate Experience

Delivers a structured, voice-first interview experience that prioritizes clarity, consistency, and perceived fairness across high-volume screening scenarios. Support for 30+ languages, automatic language switching, and integrity safeguards (e.g., anomaly detection) help ensure a globally scalable and trustworthy candidate experience without introducing early-stage friction.

Interviewer Offerings & Interface

Chat	✓
Voice	✓
Video	✓

Legend

Not offered	⊖
Planned offering	✂
Limited Offering	🧩
Standard Offering	✓
Robust Offering	🏆



Category Compass Solution Profile

www.humanly.io

Solution overview

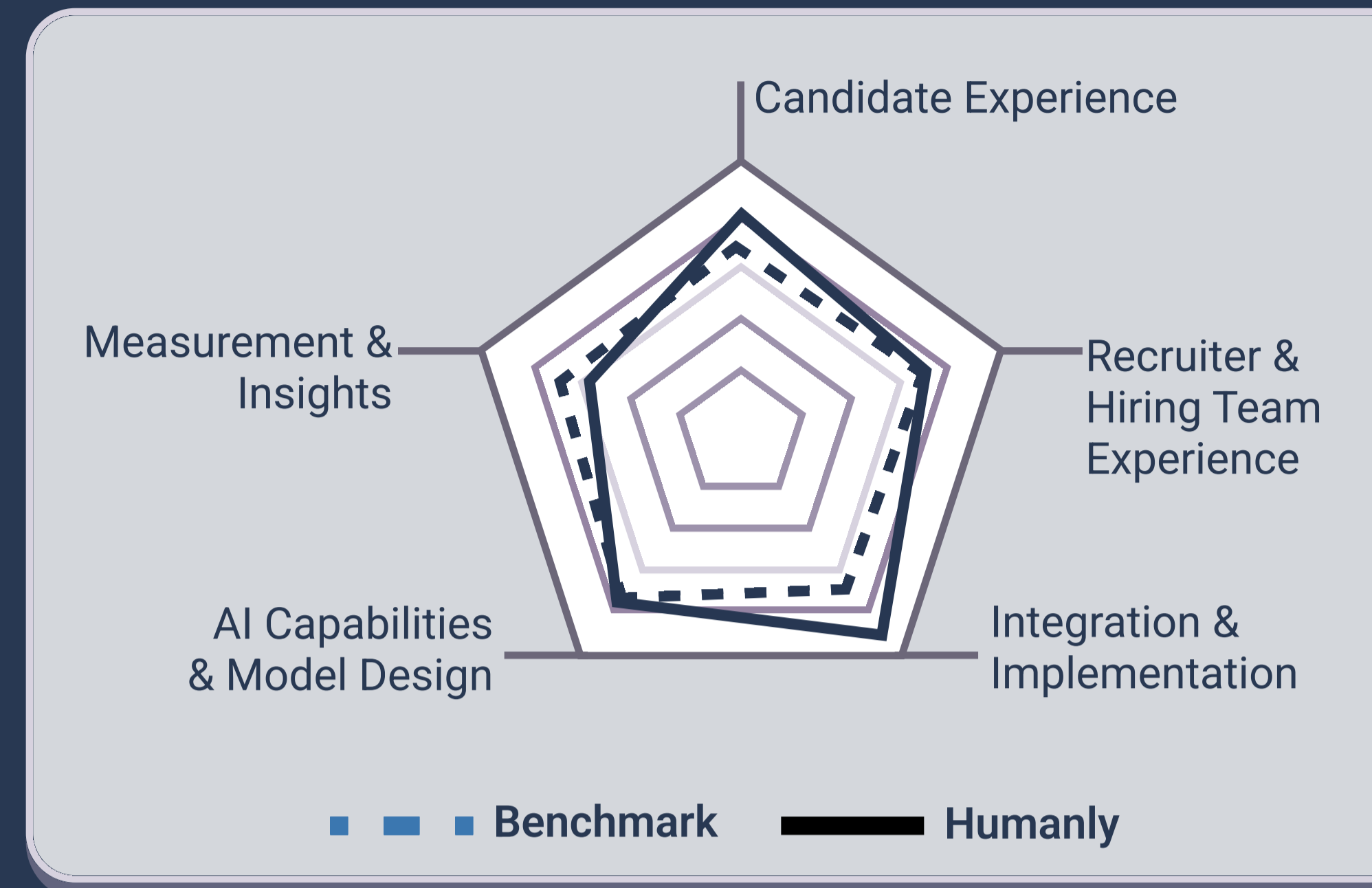
Humanly's AI Interviewer is designed for high-volume, frontline hiring environments where speed, completion, and operational efficiency matter most. The platform supports SMS/ chat, phone, and video interviews, and is optimized to sit early in the funnel - often at pre-screen - capturing first-round signal while reducing recruiter effort and candidate drop-off. Interviews generate structured, recruiter-ready artifacts that sync directly back into the ATS, allowing teams to scale screening without disrupting existing workflows.

Where Humanly differentiates is its broader top-of-funnel automation and execution focus. By pairing AI interviewing with AI sourcing and engagement, the platform automates more of the candidate journey than standalone interviewer tools. Customizable virtual interviewer personas, strong workflow automation, and outcome-informed tuning enable teams to continuously refine how interviews perform - prioritizing reliable signal capture and conversion over opaque, prescriptive decisioning.

Ideal Customer Profile Proxies

Company Size	Mid-size (500–5,000 employees) and Enterprise (5,000+), including globally distributed organizations
Geographical Footprint	North America, Europe, LATAM, APAC
Industry Vertical	Technology, Healthcare, Retail/Hospitality, Manufacturing, and Staffing/Professional Services
Workforce Types	Hourly/Frontline and Professional roles; particularly well suited for moderate-to-high volume hiring
Interview Type	Top-of-funnel screening, early first-round interviews, and structured pre-interview qualification
Top ATS Partners	ATS-agnostic with pull/push and writeback capabilities; commonly evaluated alongside Workday and iCIMS

Category Compass Bearings



🏆 Integration & Implementation

Humanly offers strong, production-ready integrations with major ATS platforms - enabling seamless candidate syncing and automated writeback of interview artifacts. Implementation is lightweight

✅ Measurement & Insights

Humanly delivers strong operational visibility into interview performance, with clear tracking of candidate drop-off and completion rates at each stage to identify friction points and improve conversion. Dashboards and exports support ongoing funnel optimization,

✅ Recruiter & Hiring Team

Humanly is designed to support high-volume hiring at scale, with flexible deployment across application, pre-screen, and later interview stages. Customers benefit from guided interview design - supported by a

🏆 Candidate Experience

Delivers a highly flexible, candidate-first interview experience across video, phone, SMS, and chat, allowing candidates to complete interviews 24/7 on any device and choose the format that best fits their needs.

✅ AI Capabilities & Model Design

Humanly combines public LLMs with proprietary conversational logic and behavioral science-based scoring frameworks, built and deployed on Microsoft Azure. The AI analyzes verbal and voice-based signals

Interviewer Offerings & Interface	Chat	✅
	Voice	✅
	Video	✅

Legend	Not offered	🚫
	Planned offering	🔧
	Limited Offering	🧩
	Standard Offering	✅
	Robust Offering	🏆



A CATEGORY COMPASS REPORT

About Kyle & Co

Kyle & Co is a modern research and advisory firm helping HR and talent technology leaders make smarter decisions, faster.

By blending practitioner insight, rigorous research, and strategic advisory, we uncover the signals that matter most—then translate them into action. Our work spans custom research, workforce strategy, and market analysis, supporting solution providers and HR leaders alike. Kyle & Co is the team behind the Human-Centric AI Council, the Transformation Realness podcast, and industry-shaping reports on quality of hire, workforce planning, and responsible AI.

We work with clients like Workday, ADP, GoodTime, Findem, and SmartRecruiters.

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