Automated Reference Requests

The enhanced Hireserve ATS automated reference requests feature is designed to save you time when collecting candidate references. You will be able to automatically request certain references when candidates reach a defined stage in your recruitment process. This ensures a smooth, secure and automated process - for you and your candidates' referees.

Benefits To You

Highly flexible, time-saving and reduces administration for you and your team.

- Save time by automatically requesting references at specific points during your recruitment process.
- Use 'referee types' to define different referees, e.g. 'Personal' and 'Employer'.
- Configure different 'rules' according to your range of different Jobs.
- Respect candidate wishes by removing certain candidates from the automated reference request process.
- Unlimited number of referees can be captured.



What Does It Do?

As with many tools in Hireserve ATS, the new automated reference requests feature is utterly configurable - meaning you can change and tweak your processes depending on the Job in question, a candidate's wishes or a certain referee type.

Different referee types: You might wish to send one type of email and reference form to one type of referee (e.g. 'Employer') and another for a different type of referee (e.g. 'Personal').

Different Job reference types: Your process for roles may vary, eg. you might request references before the first interview for some vacancies, but for others references might only be requested at the point the candidate accepts an offer. Hireserve can accommodate various processes.

Manual reference requests: Alongside your automated rules, you can also trigger manual reference requests when needed.

How Does it Work?

This feature is based on reference request 'rules' and candidate tracking types. You will create these 'rules' by choosing which tracking types you want to trigger particular reference requests. Each time one of these tracking types is used, the system will then automatically send your reference request.

Candidate status is updated (Using a trigger tracking type) → Trigger matches a reference request rule → Reference request emails are sent to referees in line with your rule

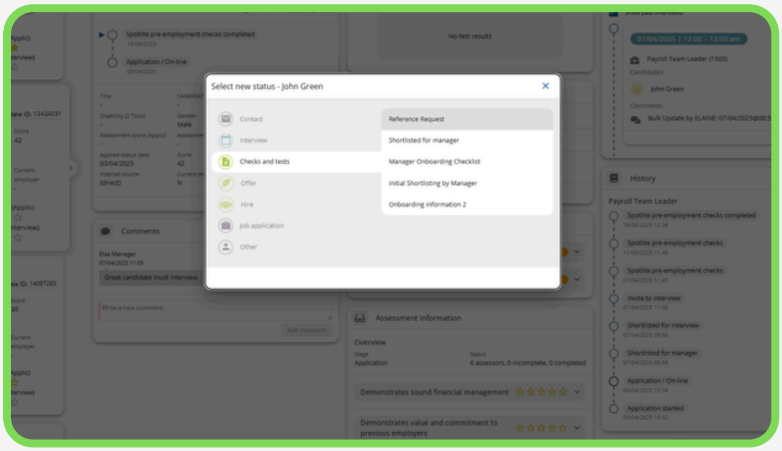
Key Elements

- ***Trigger tracking type:*** This is the tracking type that you wish to 'trigger' the sending of your reference request. This could be anything from 'Invite to Interview' to 'Offer made' - the choice is yours.
- ***Referee request tracking type:*** This is the type of reference you want to generate, such as a Personal or an Previous Employer reference.
- ***Referee type:*** This enables you set certain rules for different 'types' of referees.
- ***Job reference type:*** This means you can create rules that only come into effect for specified Jobs.



Ready to Find Out More?

If you would like to see the automated reference requests feature in action, or have any other queries about Hireserve ATS, **book a free, no strings attached demo with one of our experts.**



hireserve