

# Automated Voice Agent QA Tester – Recruitment Agent Report

**Date:** July 8, 2025

## 1. Executive Summary

Key lessons learned include the agent's satisfactory performance in gathering basic information but a clear struggle with ambiguous or incomplete responses and the precise extraction of specific skills. To improve, we need to make the agent better at understanding complex conversations and more thorough in collecting all relevant details from a candidate.

## 2. Testing Requirements

Requirement	Description	Metric
Job Preference Identification	The agent must accurately identify the type of job the candidate is seeking.	90% accuracy in identifying job type.
Salary Expectation Capture	The agent must successfully capture the candidate's salary expectations.	95% accuracy in capturing salary range/value.
Location Preference Recognition	The agent must correctly identify the candidate's preferred work location.	90% accuracy in identifying location.
Key Skill Extraction	The agent must extract at least three relevant skills mentioned by the candidate.	80% accuracy in extracting relevant skills.
Clarification Handling	The agent must effectively prompt for clarification when candidate responses are ambiguous or incomplete.	70% success rate in successful clarification.
Polite Termination	The agent must provide a polite and informative closing statement.	100% adherence.

## 3. Highlighted Issues

**Issue 1: Not fully understanding skills when they're part of a longer sentence**

- **Description:** The agent often misses specific skills when candidates mention them within longer sentences or list several at once. For example, in Test Case #003, the candidate said, "I'm proficient in Python and also have some experience with data analysis tools like Tableau and R." The agent only picked up "Python," missing "Tableau" and "R."
- **Severity:** High
- **Impact:** This means we get incomplete candidate profiles, which could lead to us missing great job matches for them.
- **Recommendation:** We need to teach the agent to be better at recognizing all the skills someone mentions, even when they're described in a more conversational way. It should be able to pick up all the important pieces of information.

## Issue 2: Struggling with unclear job preferences

- **Description:** When candidates give vague ideas about the jobs they want (like "something in tech" or "a creative role"), the agent doesn't ask good follow-up questions to understand what they really mean. In Test Case #007, the candidate said, "I'm looking for something that involves a lot of communication and teamwork." The agent just said "Okay, I understand" instead of asking for more specific job types.
- **Severity:** Medium
- **Impact:** This makes the interview take longer, can frustrate candidates, and means we don't get a clear picture of what jobs they'd truly be interested in.
- **Recommendation:** We should guide the agent to ask more specific questions when a candidate isn't clear about their job preferences. It should have a plan for how to gently get more detailed information in these situations.

## Issue 3: Not capturing all the details about salary expectations

- **Description:** While the agent can get a basic salary figure, it struggles when candidates talk about more flexible salary expectations, like "I'm looking for around £50,000, but would consider less for the right opportunity, maybe around £45,000." In Test Case #012, only the first number was recorded.
- **Severity:** Low (but important for making candidates happy)
- **Impact:** We don't fully understand how flexible a candidate is on salary.
- **Recommendation:** The agent should be able to capture different salary ideas or a main expectation along with a flexible option. We need to help the agent understand when a candidate is being flexible about their pay.

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## 4. Test Transcript

**Test Case ID:** TA-QA-007

**Scenario:** Ambiguous Job Preference

**Agent:** "Hello, thank you for contacting us. I'm here to help you find your next career opportunity. Could you please tell me what kind of job you are looking for?"

**Candidate:** "Hmm, well, I'm looking for something that involves a lot of communication and teamwork. I really enjoy collaborating with others."

**Agent:** "Okay, I understand. And what kind of salary are you hoping for in your next role?"

**Candidate:** "I'm aiming for around £40,000 to £45,000 per year."

**Agent:** "Alright, noted. And where are you looking to work? Are you open to relocating or looking for something remote?"

**Candidate:** "I'd prefer something remote, but I'm open to hybrid roles in London if the company culture is a great fit."

**Agent:** "Understood. Finally, could you tell me about some of your key skills and experiences that would be relevant to your job search?"

**Candidate:** "Sure. I'm really good at project management, I've used tools like Asana and Trello extensively. Also, I have strong written and verbal communication skills, and I'm proficient in G Suite applications."

**Agent:** "Thank you for providing that information. We'll be in touch soon with potential opportunities that match your profile. Have a great day!"

**Candidate:** "Thanks, you too!"