

Service Definition: inploi AI Agents

Service overview

inploi AI Agents is a cloud-based Software as a Service (SaaS) that assists recruitment teams by automating and supporting defined tasks across talent attraction, candidate engagement and hiring workflows. AI Agents operate within buyer-configured rules, prompts and approvals, supporting human decision-making rather than replacing it.

What the service does

The service enables organisations to:

- Configure AI agents to perform specific, bounded recruitment-related tasks
- Support attraction, engagement and hiring workflows across connected systems
- Read and process data from careers sites, chatbots and Applicant Tracking Systems (ATS)
- Generate summaries, insights and recommendations for human review
- Perform application suitability scoring and candidate-to-role matching based on employer-defined criteria
- Surface suitability scores and matching insights to hiring managers to support shortlisting decisions
- Automate repetitive, low-risk administrative activities
- Operate agents within defined rules, permissions and approval steps
- Maintain audit logs of agent activity, scoring outputs and recommendations

What the service does not include

The service does not make automated hiring or selection decisions, automatically shortlist candidates, or enforce outcomes. Application suitability scoring and candidate-role matching are configurable by the employer and provided as decision-support only. Final shortlisting and hiring decisions remain the responsibility of the buying organisation.

Service users

The service is used by:

- Recruitment and HR teams configuring and supervising AI Agents
- Talent operations teams seeking to automate routine tasks
- Hiring teams reviewing agent-generated outputs and insights

Deployment model

The service is delivered as a multi-tenant SaaS solution hosted in the public cloud. No local installation or on-premise infrastructure is required.

Access and compatibility

The service is accessed via a web-based management interface and is compatible with modern versions of Chrome, Edge, Safari and Firefox. User interfaces are responsive and optimised for desktop, tablet and mobile use.

Security and data protection

Data is encrypted in transit using TLS 1.2 or above and encrypted at rest using industry-standard encryption. Access to AI Agent configuration and management interfaces is restricted through role-based access controls. Information security is governed through documented policies, an Information Security Management System (ISMS) and a maintained risk register.

Service availability and support

The service is provided with a 99.9% availability target, excluding planned maintenance. Support is provided via email and ticketing systems, with optional phone and professional services support available by agreement.

Onboarding and exit

Onboarding includes agent configuration, workflow setup, permissions definition and training. At the end of the contract, customers can export relevant configuration, logs and outputs before service access is withdrawn, in line with agreed data retention and deletion policies.

Pricing and commercial model

The service is offered on a subscription basis. Pricing depends on configured use cases, data sources and usage levels and is set out in the pricing document available via the G-Cloud Digital Marketplace.

Compliance

This service definition is provided in line with G-Cloud framework requirements and forms part of the service listing on the Digital Marketplace.