

Service Definition: inploi Chatbot

Service overview

The inploi Chatbot is a cloud-based Software as a Service (SaaS) that provides real-time, conversational candidate engagement for recruitment. It supports candidates during job search and application, capturing application and screening information through intuitive, user-friendly and accessible conversational flows. The service can be deployed within an inploi careers site or as a standalone embedded chatbot.

What the service does

The service enables organisations to:

- Provide 24/7 conversational support to candidates
- Answer questions about roles, locations, hours, benefits and hiring processes
- Read job and application workflows directly from connected Applicant Tracking Systems (ATS)
- Support job search and discovery using plain-language queries
- Configure screening and pre-qualification questions to improve applicant-job fit
- Capture application and screening data through guided conversational interactions
- Present questions and information in a clear, accessible format optimised for mobile use
- Securely pass structured application data back to connected systems, such as Applicant Tracking Systems (ATS)

What the service does not include

The service does not make hiring or selection decisions, automatically shortlist candidates, or replace human recruiters. All content, questions and data capture operate within buyer-defined configuration, controls and policies. Recruitment decisions remain the responsibility of the buying organisation.

Service users

The service is used by:

- Jobseekers seeking accessible, conversational ways to search and apply for roles
- Recruitment and HR teams configuring chatbot behaviour, questions and content
- Hiring teams seeking to reduce repetitive candidate queries and improve application completion

Deployment model

The service is delivered as a multi-tenant SaaS solution hosted in the public cloud. It can be deployed within an existing customer careers site, an inploi careers site, or integrated as a standalone chatbot via web embed or API, without local installation.

Access and compatibility

The service is accessed through standard web browsers and is compatible with modern versions of Chrome, Edge, Safari and Firefox. The chatbot is fully responsive and designed for use on desktop, mobile and tablet devices. Conversational flows are WCAG 2.2 compliant and support multiple languages to ensure accessibility for a broad range of users.

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 management interfaces is restricted through role-based access controls. Information security is governed through documented policies and an Information Security Management System (ISMS).

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 chatbot configuration, content setup, integration configuration and training. At the end of the contract, customers can export relevant configuration and usage data 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 configuration, usage and deployment model 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.