



Talenscio

Service Definition Document

Video Interview Platform



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Service overview

Talenscio Video Interview Platform enables organisations to design, manage and assess video interviews online. It supports one-way pre-recorded interviews and live video interviews, allowing candidates to complete interviews remotely using their own devices. Recruiters and interviewers can review, score and compare responses within the platform, subject to role-based access controls.

Service functionality

The service includes one-way video interviews, live video interviews, browser-based access for candidates and interviewers, structured scoring tools, real-time dashboards, exportable reports, and role-based access control. No local software installation is required.

Onboarding and setup

The platform is designed to be self-service. Enterprise customers may receive supported onboarding, which is provided at no additional cost, including configuration guidance.

Integrations

The platform can be integrated with third-party systems, such as ATS or HRIS platforms, where required. Integration services are optional and subject to separate agreement.

Availability and support

The service is hosted on Microsoft Azure and monitored continuously. Support is provided through an online support centre, live chat, and email support during UK business hours.

Security and data protection

Access to the service is controlled using role-based access control. Data is encrypted in transit and at rest. The service aligns to ISO 27001 controls and is designed to support GDPR compliance.

Reporting and metrics

Dashboards and exportable reports provide visibility of interview completion, scoring, timings and engagement.

Free trial

A freemium version of the Video Interview Platform is available with limited access. Enterprise customers may be offered trial access with agreed limitations.

Termination

Customers can export data during the contract term. Data is retained and deleted in line with agreed retention policies.