

BEFORE YOU BUY: 50+ QUESTIONS TO ASK YOUR ATS PROVIDER



You're almost there. You've identified your needs, decided an applicant tracking system (ATS) is right for you, and looked into some options. So how do you choose the right ATS for your firm? Ask questions—a lot of them.

Here are more than fifty questions to consider asking your prospective ATS provider. Use them as a resource to help you find the right solution and avoid a costly mismatch. Every recruitment firm is unique, so adapt these questions as necessary to fit your firm's needs.



INDUSTRY EXPERTISE



- 1 Does your ATS specialise in the specific needs of third-party recruitment agencies?
- 2 How many recruitment agencies use your product?
- 3 Are most of your customers large or small?
- 4 Can you provide case studies of successful customers?



PRODUCT FEATURES

- 5 Can I login on any computer, using any browser?
- 6 Does your ATS work on mobile devices?
- 7 Does your ATS come with any exclusive capabilities?
- 8 Does your ATS come with a defined workflow?
- 9 Does your ATS automatically capture recruiter activity?
- 10 Does your ATS leverage predictive intelligence?
- 11 Can I send SMS messages from the ATS?
- 12 Can I see a live demo?

EMAIL

- 13 Does your ATS automatically track email communications?
- 14 Will email tracking work if the email is sent from my mobile phone?
- 15 Can I view email activity within the ATS?
- 16 Can I analyse emails to discover insights about candidates or contacts?
- 17 Can I parse in records from my inbox?

INTEGRATIONS

- 18** Do you have APIs?
- 19** Is there a marketplace for pre-integrated solutions?
- 20** Do you have an official integration with LinkedIn? (Make sure the ATS vendor is listed on LinkedIn's website as an official partner.)
- 21** Payroll?
- 22** VoIP?
- 23** Background screening?
- 24** Job boards?
- 25** Candidate engagement?

INNOVATION

- 26** Are you investing in improvements to your product?
- 27** How often do you build new features/functionality?
- 28** How often do you release system updates?
- 29** Has your ATS won any awards or commendations?
- 30** Do you hold any patents?
- 31** Does your ATS have any unique features that other systems don't?



IMPLEMENTATION

- 32 What is the average implementation speed?
- 33 Are there installation requirements?
- 34 Are there set-up fees, and if so, how much will they cost?
- 35 Can I customise my solution to fit my needs?

TRAINING

- 36 How long does it take to get recruiters up-to-speed?
- 37 Do you offer training for new members?
- 38 Are there ongoing resources for using and learning about the ATS?

OPERATING THE ATS

- 39 Is your user-interface intuitive?
- 40 Is it possible to customise fields and workflows?
- 41 Can I compare jobs and candidates side-by-side?
- 42 Are follow-up contacts, emails, and notes recorded and searchable?
- 43 Does the system operate in real-time?

ADDING USERS

- 44 Is there a limit to the number of users who can have access to the system?
- 45 Can I add new seats as I need them?
- 46 What is the cost for adding new seats?

SECURITY

- 47 What security precautions do you take?
- 48 Do I maintain full ownership of my data?
- 49 Is your ATS cloud-based or on premise?
- 50 Are you SSAE 16 SOC1 Type II compliant?



SUPPORT

51 Do you provide live or on-demand training support?

52 Is the customer support 24-7?

53 How can I contact you if I have a problem?

