

50+ QUESTIONS TO ASK YOUR RECRUITMENT CRM PROVIDER BEFORE YOU BUY



To get the most out of your time with a potential recruitment CRM provider, it's crucial to ask the right questions before making your selection. They probably won't volunteer any shortcomings of their solution, so these questions are critical for ensuring the recruitment CRM you choose meets all of your needs. To get you started, here are a few key questions to ask potential providers when considering a recruitment CRM.



INDUSTRY EXPERTISE

- ✓ **1** Does your recruitment CRM 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 recruitment CRM work on mobile devices?
- 7 Does your recruitment CRM come with any exclusive capabilities?
- 8 Does your recruitment CRM come with a defined workflow?
- 9 Does your recruitment CRM automatically capture recruiter activity?
- 10 Does your recruitment CRM leverage predictive intelligence?
- 11 Can I send SMS messages from the recruitment CRM?
- 12 Can I see a live demo?

EMAIL

- 13 Does your recruitment CRM 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 recruitment CRM?
- 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 recruitment CRM 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 recruitment CRM won any awards or commendations?
- 30 Do you hold any patents?
- 31 Does your recruitment CRM 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 recruitment CRM?

OPERATING THE RECRUITMENT CRM

- 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 recruitment CRM 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?

