

Navigating the new reality of hiring in retail

The candidate who applied last night is interviewing somewhere else today.

Retail runs some of the highest-volume, most brand-exposed hiring in any industry: predictable seasonal surges that overwhelm recruiting capacity every year, hundreds of store locations each interviewing their own way, and a frontline candidate pool that applies on mobile devices, outside business hours, to several employers at once. Your frontline workers shape the customer experience, and every understaffed shift and inconsistent hire shows up on the sales floor. Modernizing hiring in this environment requires AI that scales instantly to any volume, running inside the Oracle systems retailers already use.

Three hiring challenges facing retail organizations today:

- Peak season overwhelms hiring**
 Predictable surges repeatedly exceed recruiting capacity, driving overtime and agency costs.
- Inconsistent interviews hurt hiring quality**
 Different standards across stores create quality gaps, miss strong candidates and affect the customer experience.
- Candidates don't operate on business hours**
 Retail candidates apply after hours and to multiple jobs. Callback delays send the strongest talent elsewhere.



With Eightfold AI Interviewer and Oracle Recruiting, retail organizations can:

- Move candidates from application to structured interview in hours rather than weeks, with interviews available 24/7 at any volume—without changing existing Oracle HCM workflows.
- Build compliance documentation from the first interview through standardized, defensible evaluation records, recruiter oversight, and human final decision-making.
- Reduce evaluation variability across teams and locations by applying a consistent, structured interview framework to every candidate.
- Keep candidate data within approved, governed systems through an embedded integration with the Oracle environment IT and compliance teams already control.

Proven impact with Eightfold AI Interviewer:	80% WORK AUTOMATED <i>Recruiter time spent on candidates, not coordination</i>	90% FASTER TIME TO INTERVIEW <i>Qualified candidates evaluated upon application</i>	93 CANDIDATE NPS <i>An interview experience candidates enjoy</i>
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Agentic interviewing, inside Oracle Recruiting

AI Interviewer is an autonomous talent agent, embedded in Oracle Recruiting Cloud workflows. It conducts screening, functional, coding, and 360° interviews directly within Oracle Recruiting, evaluates responses, and delivers instant, skills-based summaries to recruiters, anytime, in 22+ languages, via web, SMS, and WhatsApp.

Powered by Eightfold Talent Intelligence and trained on more than 1.6 billion career trajectories and 1.6 million skills, AI Interviewer assesses skills, potential, and career trajectory beyond the résumé, always with recruiter oversight, human final decisioning, and published independent bias audits.

Built to clear your security review, not just your shortlist:

- Government-grade, extended to everyone. Independently audited and continuously renewed.
- Your data is never training data. Eightfold does not use identifiable customer data to train its models.
- Humans make the hiring decisions. AI Interviewer supports evaluation, it does not decide. Independent bias audits published under NYC Local Law 144.
- Verify before you sign. You control residency, retention, and deletion. Certifications, penetration test summaries, and pre-answered questionnaires are in the Trust Portal, no NDA required.



What it looks like in retail:

Absorb the seasonal surge. Run a structured interview for every applicant the day they apply, whether the week brings 500 or 50,000.

Identity and skill validation in one tool. Verification through CLEAR and ID.me confirms who's interviewing.

Raise the standard of hire at every location. Every candidate is evaluated against the same framework for one consistent, defensible standard across the network.

Put store managers back on the floor. First-round screening moves to AI, freeing managers' time for a shortlist of already-assessed candidates.

Win the candidates who apply to everyone. Available the moment they apply, from their phone, at any hour, a 93 candidate NPS turns a candidate's first brand touchpoint into a reason to say yes first.

How to buy: Oracle Cloud Marketplace

-  **Use existing Oracle credits.** Purchase AI Interviewer through Oracle Cloud Marketplace using eligible Oracle Cloud credits.
-  **Simplify procurement.** Buy through your existing Oracle procurement process for faster contracting and deployment.
-  **Deploy with confidence.** Extend your Oracle Recruiting environment with a secure, enterprise-ready solution.

Ready to hire faster? Request a demo at eightfold.ai/demo or purchase directly on Oracle Cloud Marketplace.