

A voice agent and chatbot that handle 70% of candidate-ops admin — with human-in-the-loop gates on every sensitive action and a full action audit trail

London HR Startup — 12 weeks

We replaced spreadsheet-driven operations with a governed network of AI agents — an agentic voice system and chatbot backed by MCP servers — that now handle an estimated 70% of candidate-ops admin, with mandatory human-oversight gates on every candidate- and client-facing action and a complete audit trail of what each agent did and why.

THE CHALLENGE

A fast-growing London HR startup was buckling under manual processes — candidate sourcing, interview scheduling, offer management and client reporting were all spreadsheet- and inbox-driven. They wanted to scale throughput without scaling headcount, but HR data is sensitive: candidate PII, consent and client confidentiality mean an off-the-shelf autonomous agent that acts unsupervised was never an option. Any automation had to be auditable and gated by human oversight on the decisions that matter.

WHAT WE BUILT

- Mapped every customer-facing and back-office workflow over a 2-week discovery, ranking each by automation feasibility, risk and ROI
- Stood up internal MCP servers exposing Greenhouse, HiBob, Slack, Notion and the data warehouse as governed tools, each with scoped permissions and access logging
- Built specialised voice and chat agents for sourcing, scheduling, candidate comms and weekly client reporting — each with explicit human-in-the-loop checkpoints before any sensitive or outbound action
- Embedded assistants directly inside the team's existing tools (Slack, Notion) so adoption was friction-free, with every agent action captured in an audit trail

OUTCOMES

- The voice agent and chatbot now handle an estimated 70% of candidate-ops admin, with human-oversight gates on every sensitive action and zero consent or data-handling incidents to date
- Roughly 3x pipeline throughput within 90 days with no added ops headcount
- Client-reporting cycle cut from ~6 hours/week to ~20 minutes, with a human reviewing every AI-drafted report before it goes out
- A fully auditable agent estate the founders can trust and extend, rather than an opaque black box