Customer Success

Your Team and Services
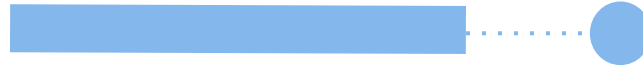
Hirevue Customer Journey

Implementation | Training & Launch | Adoption & Beyond

Professional Services (PS)

Our enterprise-ready Professional Services team works with you to kick-start change management with specific strategies and full platform configuration based on your business objectives.

Customer Success (CS)

Is your dedicated team of trusted advisors to guide you along the HireVue journey and optimizing value.

HIREVUE UNIVERSITY
Complete product certifications, get help from How To guides, learn best practices and how other customers are achieving their TA goals. Access 24/7 via HireVue platform **?**-icon in the right top corner

CANDIDATE HELP CENTER
The hub for your candidates with guides, FAQs and 24/7 chat with our technical Support team to ensure successful interviews

CUSTOMER SUCCESS TEAM
Your team of dedicated trusted advisors to guide you along the HireVue journey and optimizing value

CUSTOMER SUPPORT
Technical experts providing 24/7 technical support through chat via HireVue University and our Help Center.

Don't forget to register for HireVue technical status updates at status.hirevue.com

EVENTS
Bookmark hirevue.com/events and register for our upcoming webinars and events. Discover also exclusive customers only events at HireVue University events page

Hire★Vue
CUSTOMER SUCCESS

MONTHLY NEWSLETTER & BLOG
Looking for more inspiration? Read the latest TA industry news, reports, research and tips for Hiring Teams in the Hirevue Blog

Best-in-Class Customer Support

- **Stevie Award-Winning Support Team:** "Best Use of Customer Insights" and "Front-Line Customer Service Team of the Year" award winning support team with an average 4.5/5 CSAT score and <60 second target response time.

- **User Knowledge Base & Candidate Help Center:** access to our comprehensive knowledge base featuring hundreds of articles ranging from "How To Guides" and "Troubleshooting" to FAQs and best practices.

- **Real-Time Product Status Page:** Always be in the know with real-time product updates on any technical issues and resolutions.

- **Post Go-Live Support & Account Monitoring:** Proactive assessment of support trends or issues related to customer process or candidate experience. Provided recommendations and solutions to enhance your candidate and user experience.

- **User Experience Program:** Leverage User Net Promoter Score (NPS) and insights to create a positive user experience and maximize user engagement.

HireVue Support Network

Customer Success Director
Dedicated Trusted Advisor to guide you through your HireVue journey

Customer Support
Technical experts providing support via chat, email, community & website

Customer Community
Strong user community with access to best practices & peer-to-peer engagement

SME Network
Network of HireVue subject matter experts (SMEs) ready to engage with you