

Case Study

Recruitment rebooted

Enhancing AI chatbot accuracy for recruiters with Sonata’s design-centric testing



Summary

Sonata helped an innovative startup significantly improve the robustness and accuracy of its AI-based recruitment chatbot by leveraging a design-led testing methodology. The engagement resulted in a high-performing, scalable and fraud-resistant recruitment bot that is adaptable for future use across industries like retail banking.

Client Overview

An innovative startup that built an AI-based chatbot primarily serving the recruitment industry.

Pressure Points

The client needed to ensure its AI chatbot could accurately replicate a human recruiter’s behavior, scale across industries and deliver measurable productivity improvements while minimizing defects during real-world deployment. Other key customer expectations include

Designing for industry-agnostic scalability

Generating diverse test data including audio, video and text

Eliminating false positives in bot behavior analysis

Balancing positive and negative test paths to validate learning capabilities

Solutions

Sonata engineered a rigorous design testing strategy focused on simulating real-world recruiter-jobseeker interactions. By building deep integration points and using AI-focused tools, Sonata enabled scalable, high-quality testing beyond standard functional scenarios.

Embedded hooks to test bot core functions without a UI

Simulated user interactions across audio, video and text

Crafted voluminous, diverse test data to replicate real environments

Covered bot behaviors including error management, navigation, onboarding and personality

Used Botium for automated testing with dynamic data inputs

Performed extensive design testing to validate learning abilities

Results that Speak Volumes

Delivered a robust, fraud-resistant AI chatbot

Enabled smooth scaling beyond recruitment into future industry domains

Created a learning-capable bot through advanced test simulations