

AI in Recruiting Example: AI Onboarding and Knowledge Access for Staffing Firms

Overture Partners cut new-hire training from 13 weeks to 2

Overture Partners uses CustomGPT.ai for AI in recruiting: a no-code knowledge assistant trained on 400+ internal documents that speeds onboarding, gives 200+ employees instant answers and improves service to the employers the firm places talent with.

13 → 2

Weeks of new-hire training

400+

Internal documents, instantly accessible

200+

Employees with access

THE CHALLENGE

Long onboarding and knowledge held by individuals

After more than two decades in IT staffing, Overture's training materials, sales guides and best practices were spread across documents and people. New hires took 13 weeks to train, and answers often depended on finding the right colleague.

Chief Revenue Officer Mark Aiello wanted to keep the firm's high-touch approach while serving customers more efficiently and freeing staff to focus on complex inquiries.

WHAT OVERTURE NEEDED

Faster onboarding.

Shorter, better training for new hires.

Focus on complex work.

Routine questions handled so staff can go deeper.

Instant, accurate answers.

For employees and customers alike.

HOW OVERTURE SOLVED IT

Decades of institutional knowledge, available in minutes

One knowledge base.

400+ training materials, sales guides and best practices were uploaded in minutes and opened to every employee.

Assistants by department.

Separate custom GPTs serve sales, recruiting and HR.

On the website too.

CustomGPT.ai also answers external customer questions on Overture's site.

ABOUT OVERTURE PARTNERS

Overture Partners is a Boston-based, women-owned IT staffing firm that has spent more than two decades matching specialized tech talent with leading employers. It is adding generative AI to its staffing model while keeping its high-touch approach.

AT A GLANCE

INDUSTRY	KNOWLEDGE BASE	TEAMS
IT staffing and recruiting, Boston	400+ internal documents across sales, recruiting and HR	Recruiting, sales, HR, IT, enablement and customer support

HOW DO STAFFING FIRMS USE AI FOR ONBOARDING?

AI onboarding, self-service problem-solving and knowledge access

- 1 **Answers from internal documents.**

New hires query training guides and playbooks directly instead of waiting for a colleague.
- 2 **Self-service first.**

Employees bring ideas and solutions to discussions, rather than asking for help as step one.
- 3 **Accurate and in context.**

Answers come straight from verified internal documents, which builds trust across the team.

RESULTS

AI in recruiting, before and after

DIMENSION	BEFORE	AFTER
New-hire training	13 weeks	As few as 2 weeks
Knowledge access	Spread across documents and people	400+ documents for all 200+ staff
Problem-solving	Colleagues consulted first	Self-service first, then discussion
Candidate matching	Manual review	Faster review of job descriptions and resumes
Call handling	Baseline volume and depth	More calls answered, deeper conversations

Overture used CustomGPT.ai to redo its sales training and is now testing 13-day, 10-day, 5-day and 3-day formats. Customer questions get instant, accurate responses, and staff build tailored value propositions for each employer.



CustomGPT.ai is our own personal time machine. It gives answers instantly and provides perhaps more in-depth responses to questions than they'd ever get by polling any one individual.

Mark Aiello

CHIEF REVENUE OFFICER, OVERTURE PARTNERS

WHY IT WORKED

- Fast, no-code rollout.**

Non-technical staff launched in days.
- Self-service empowerment.**

Fewer person-hours spent on routine questions.
- Accuracy and context.**

Answers drawn from verified internal documents.

ABOUT CUSTOMGPT.AI

CustomGPT.ai is a no-code platform for building AI agents that answer only from an organization's own content: documents, websites and knowledge bases. Every answer is grounded in verified sources with citations, and the platform is SOC 2 Type 2 and GDPR compliant. Organizations use it for customer support, internal knowledge search, website chat and more, across help centers, apps and the API.