

CHABOT'S AT THE SERVICE OF RECRUITMENT :CASE BNP PARIBAS

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Received: 9/17/2025

Accepted: 10/13/2025

Published: 11/10/2025

Résumé :Le présent article porte sur une matière qui a trait aux nouvelles technologies. Ce thème est de plus en plus présent dans le monde socio-économique car il est important que, dans chaque entreprise, la direction et le personnel évoluent avec leur temps. L'objectif principal est de déterminer si les chabot's peut-être une opportunité pour les entreprises à l'heure actuelle. Le contexte de cet article est intrapreneur. En effet, celui-ci a été réalisé dans l'optique d'une aide à la décision. Accompagné d'exemples empiriques, cet article présente et définit les chabot's. Il étudie la théorie du Chabot's l'effet de cet outil sur le recrutement. Il traite également de l'opportunité de cet outil par les différents acteurs de l'entreprise et examine leurs effets sur le positionnement de la fonction RH. Cette partie a pu être construite grâce à la lecture de nombreux ouvrages et documents.

Mots clés : chabot's,recrutement , numérique .

JEL Classification Codes : D89, D23.

Abstract: This article deals with a topic related to new technologies. This thème is increasingly présent in the socio-economic world because it is important for both management and staff in every company to evolve with the times. The main objective is to determine whether chatbot's can represent an opportunity for companies today. The context of this article is intrapreneurship. Indeed, it was carried out with the aim of supporting decision-making. Accompanied by empirical examples, this article presents and defines chabot's. It explores chabot's theory and examines the impact of this tool on recruitment. It also discusses the opportunities this tool offers to various company stakeholders and analyzes its effects on the positioning of the HR function. This section was developed thanks to the reading of many books and documents.

Keywords: chabot's , recrutement , digital .

JEL Classification Codes : D89, D23.

1. Introduction

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The globalization of the economy and competition from companies are far from being recent phenomena but they have gained in importance with new technologies. Thanks to the development of new information and telecommunication technologies, the economy has entered a new cycle of productivity gains and wealth creation for the planet.

Indeed, in recent years, a plethora of digital platforms have emerged around the world and based their business models on data, disrupting existing sectors. Indeed, millions of companies struggling for survival in the midst of the COVID-19 crisis, Digital giants have so far been spared the impact of the pandemic. The digitalization of HR is also experiencing unprecedented excitement: HR analytics, chatbot's, e-learning, gamification, AI, virtual reality, automation, digital sourcing. The chatbot's is regularly in the news

On the way to becoming a flagship application of digital HR, chatbots are already an almost unavoidable service for software publishers. Tool for mediation of knowledge, chatbots become HR, by the use that is made. They are then as well: a vector of professionalization; technical support; way of resolving the congestion of an HR service; knowledge management tool; recruitment tool; etc.

Faced with new business models and the changing behaviour of human resources, Traditional banks are upset by the appearance of chatbot's that change the balance of power in order not to disappear in the face of asymmetric competition from these innovative players, the time is for digital transformation. In this perspective, The aim of this article is to provide some elements of answers to the following question:

How does BNP Paribas approach the idea of Chatbot's to remain competitive in the face of new business models?

To answer this question, the article is divided into three parts:

1. The first part deals with theoretical aspects of chatbot's. This part will also discuss the history of chatbot, the different types, its advantages and limitations in its implementation.
2. The second part presents the framework in which this article is carried out.
3. In the third part, it is reserved for the presentation of the bank BNP Paribas created is uses these chatbot's.

2.The theoretical framework of a chatbot's:

2.1. Definition of a chabot's:

Literally, the term chabot's translates into French as conversational agent. It can also be called chabot's or conversational robot, is an interface allowing you to converse with a robot via a chat interface. Its purpose is to best understand the Internet user's request and provide an immediate automatic response.(. (Régis Hautière, 2021 p:118)

According to Peggy Raffy-Hideux, a chabot's takes its name from "Chat" (online discussion) and "bot" (robot). This "conversational agent" is software programmed to simulate a conversation in natural language. (Peggy Raffy, 2020 p:22)

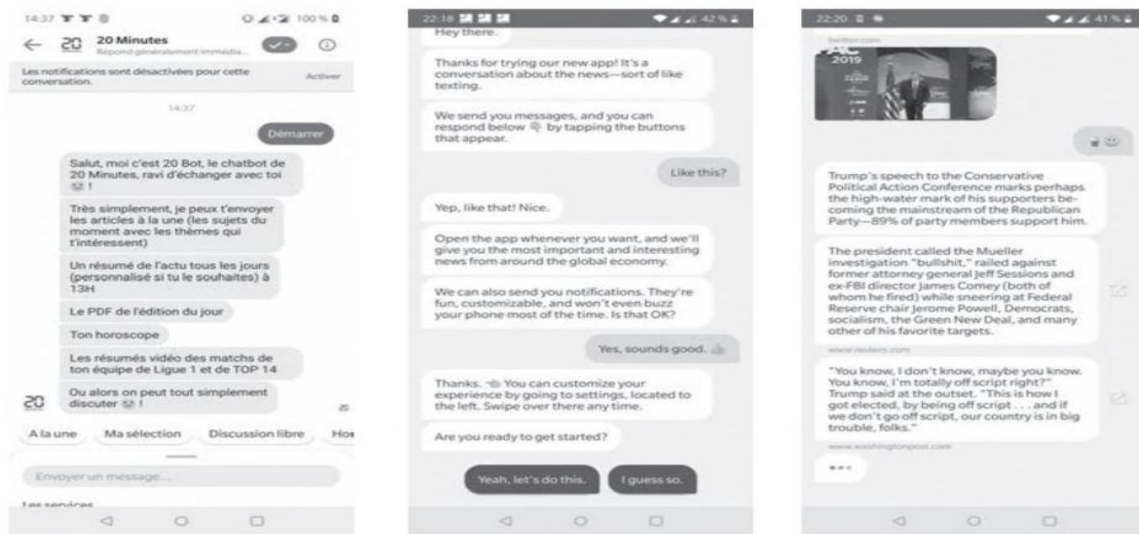
David PataKiantwadi supports the previous definitions by adding that "conversational agent" is an algorithm capable of simulating a conversation with one or more humans through voice or text exchange. (David Pata Kiantwadi, 2021)

In conclusion A chabot's is a program that tries to converse with a person for a few minutes or more by giving him the impression of conversing himself with a person. A good understanding of the conversation would be helpful to have a meaningful dialogue, but most chabot's don't try. They mostly pick up a few words called triggers, or even expressions of their interlocutor, to find answers whose pattern is programmed and which can lead the conversation further in a more or less intelligent way, but without the need to understand what they are talking about.

For example, in the case of ELIZA, the word "father" (or "mother") in a sentence on the subject was associated with an answer: "Can you tell me a little bit about your relationship with your father (mother)?" Indicators are usually positioned so that the same type of response is not used more than once. This method of "keywords" has a major flaw in requiring a large database to give satisfactory results. The fact that Chabot's do not understand the information they process is also the reason why chatbot's are generally classified as weak AI.

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Figure 1. conversation with a chatbot



Source : (Nathalie Pignard & Lara van Dievoet, 2019 p: 129) .

2.2. The characteristics of a Chabot's:

To run Chabot's relies on two elements: an artificial intelligence engine and its subset of machine learning.

The artificial intelligence engine's mission is to understand the user's question - whether it is generic or specific - and transform it into a computer pseudo language to know what answer to give. And whatever the wording of the question, the artificial intelligence engine translates it in the same way to provide a single answer. All these formulations correspond in reality to a single query generating the same response. The programmer's job is thus simplified because he just needs to tell the chatbot's that for all today".

The second element on which the conversational agent is based is machine learning. He will have to be taught what to say in certain situations. Typically, if a user asks him what are the opening hours questions about the weather, he will have to answer: "the weather will be sunny from the real estate agency, the chabot's had to learn beforehand these times. (Régis Hautière, 2021 p:118)

Figure 2: Virtual advisor Laura from the EDF site between January and November 2014



Source: (Chloé Clavel, 2019 p:40)

2.3.History of a chabot's:

In the 1940s and 1950s, a handful of scientists from various fields (mathematics, psychology, engineering, economics and political science) began discussing the possibility of creating an artificial brain. The field of artificial intelligence research was founded as a university discipline in 1956.

Alan Turing (1912-1954) was among the pioneers an English mathematician. After a stint at Princeton, he published in 1932 one of the first proofs of the central limit theorem. He developed in 1936 the first definition of the modern computer, the Turing machine, and demonstrated through this machine the incompleteness of mathematics. In 1950, he published the founding article of artificial intelligence in which he speculated on the possibility of creating thinking machines. He noted that “thinking” is difficult to define and designed his famous Turing test. If a machine could continue a conversation (on a ticker) that was no different from a conversation with a human being, then it was reasonable to say that the machine "thought". This simplified version of the problem allowed Turing to convincingly argue that a "thinking machine" was at least plausible and the paper met all the most common objectives in the proposal. (Vasil Teigens, Peter Skalfist, & Daniel Mikelsten, 2020) The first program to pass this test will receive a \$1 million award from the Loebner Foundation.

Thanks to Turing, the English were able to decode in real time the German communications during the Second World War. This feat, however, has long been classified as a state secret, preventing Turing from receiving the honors due to him.

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He committed suicide in 1954 by chewing on an apple soaked in cyanide. Since 1966, the Turing Prize, equivalent to the Nobel Prize in Computer Science, has been awarded annually to recognize a major contribution. Is it a coincidence that Steve Jobs and Stephen Wozniak adopted the crunchy apple as their company logo, Apple? (Denis Cousineau, 2009 p:203).

A few years later, in 1966, an MIT professor, Joseph Weizenbaum, developed a rather original artificial intelligence program: 'Eliza'. This program simulated the questions that a psychiatrist asks in “non-directive” therapy. Eliza gave the impression of a true dialogue with a patient, deepening his words and motivating new answers, as if to make him aware of his problems. (Jean-Claude Heudin, 2008)

Since 1990, competitions organized every year seek to validate and get as close as possible to the Turing test like the Loebner Prize. It was on this occasion that ALICE was born, one of the first chabot's to obtain the most human computer status in 2000, based on AIML (Artificial intelligence MarkupLanguage). (Vincent Lemaire & Jérôme Azé, 2021 p:193).

The advent of deep learning popularized through platforms such as Tensorflow (2015) has allowed its benefits to be applied to automatic natural language processing.

Among the main tools that make chabot's possible, we can mention:

Wit.AI (2013), owned by Facebook, allows the creation of simple chabot's.

Dialogflow(2014), owned by Google, allows the development and integration of text and voice interaction for integration into third-party tools.

AmazonLex (2017), AWS service, requires minimal coding and knowledge effort to create a functional chabot's.

IBM Watson Assistant(2017), similar to Dialogflow, considered the leader in the AI market, business process oriented, allows for the creation of entities, intentions and dialogue in a simple way for the realization of conversational interfaces of all types.

There is also a chabot's development platform, called RASA (., Bocklisch, T; , & J. Faulkner, 2023) It is free and open-source and it is similar to Dialogflow and IBM Watson Assistant. We chose to use it for its ability to execute on our private instances, its flexibility, as well as its openness.

Figure 3: Representation of the working principle of a Turing machine.



Source: (Martial Mermillod, 2016 p: 12)

Figure 3 represents the Turing machine's operating principle: a processor acts serially on a memory to solve a problem. In a Turing machine, memory is therefore separate from the processor.

2.4. Conversational recruitment with a chabot's:

The "Algorithm" is a set of computer operations to perform different tasks. When it comes to recruiting and selecting staff, there are now several types of algorithm, including ATS, Bot, chatbot's, CV Catcher, Deep Learning, Resume Screening, Sentiment analysis and Sourcing . (David Pata Kiantwadi-, 2021).

chabot's meet the expectations of candidates. They allow an immediate and personalized response. It is a fun way to provide information to candidates and guide them through the application process. This gives the company an innovative, digital and mobile image. They bring a positive candidate experience by engaging in dialogue with the candidate. The employer brand is then valued. Millennials particularly appreciate this mode of communication that corresponds to their uses (immediacy, fluidity).

It appears as an animated character or a dialogue box. It is called informational when it answers the questions of the candidate about the company or the position, processual when it is able to make an appointment for an interview or decision making, that is to say capable of asking a series of structured interview questions. The chabot's validates

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pre-selection information (diplomas, certification...) or administers psychometric tests. At the end of the conversation sequence, the chabot's can pre-select and direct candidates to other selection stages. Major groups have already adopted it.

Keep in mind that the different forms of interview can be combined (multiple interviews a few days apart or in series, if they take place on the same day). The interviews are then usually conducted with different interlocutors: HRD, Manager, Management... each of whom will have a different approach. Often used, this procedure allows for several additional opinions to be collected. For you, the challenge is to maintain a high level of dynamism and concentration despite fatigue and pressure. Your message must be consistent from interview to interview, as should the expression of your motivation (Peggy Raffy, 2020 p:22-23)

2.5. Development of a recruitment chabot's:

The development of recruitment chabot's is increasingly developing, at the initiative of companies that develop more generic chabot's or companies specialized in HR. Recruitment chabot's are automated conversation tools, specialized for recruiters.

This stage of a chabot's project cannot reasonably be carried out without the opening of reflection resulting from an analysis of experiences and uses. The first one, the acronym for Applicant Tracking System (ATS), is a software that manages the recruitment process from start to finish. chabot's focus on recruitment are algorithms capable of simulating a conversation with several humans by voice or text exchange. The US military uses a chabot's, Sergeant STAR, to present military occupations and conditions of employment in the military (Clotilde Coron, 2019 p:152).

The 5 steps to set up a chabot's:

Step 1: | Define your goal.

What do you want to improve in customer management? Which recurring requests do you want to automate? Analyze customer complaints, employee inquiries, etc., and list use cases. Prioritize the most time consuming for your teams. Indeed, "training" a bot takes time and therefore costs money, it must be profitable.

Step 2 : Define a few use cases that the chabot's will be able to handle.

It should be three at most. It must save time for the team, we have just seen, but also that it can correctly respond to the user, that he has enough requests per day. Define the framework: what questions will bot be able to answer and vice versa? (Arthur de Montmarin, 2021)

Step 3 : Define the tool to create the chabot's.

Tools such as, ChatFuel or Botsify promise the creation of a conversational robot in 10 minutes. «Facebook for developers» also gives on its site the keys to launch its robot.

Step 4 : Define the human resources to be targeted.

The questions they may have and the answers that the company must provide in return.

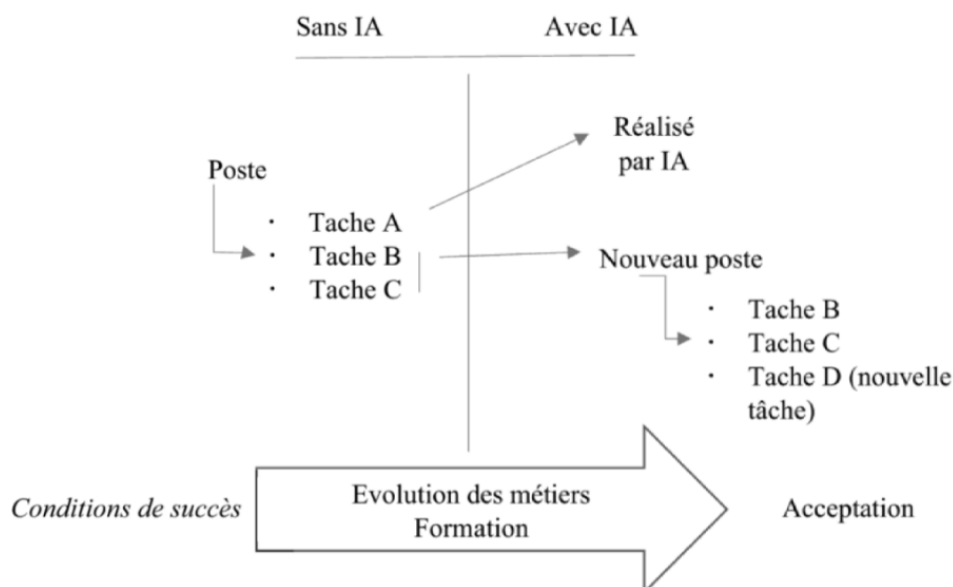
Step 5 : Integrate the design and deployment of the chabot's into your social media strategy.

2.6. Continued employment as a recruiter:

With the deployment of AI, new jobs are created and others are disappearing. The functions that are being replaced by AI are being questioned. Those related to new trades created by AI are developing.

The main challenge is to limit the risks of developing structural unemployment (that is, long-term unemployment out of sync with economic structures) associated with a fragmented labor market.

Figure 4: AI emergence



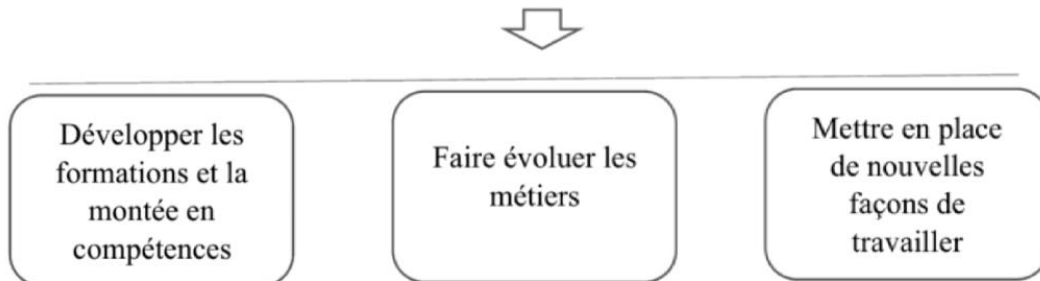
Source: (Laure Letellier, 2020 p:42)

After the IA is implemented, the new position still includes tasks B and C. However, task A, which is repetitive, is abandoned and left to the IA because it performs more effectively. The employee uses the time available to focus on a task with higher added value, task (Laure Letellier, 2020 p:42) The new position, after the implementation of the IA, covers tasks B, C and D.

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In order for this process to work, it is therefore more than necessary to manage the trades, train employees and make new functions accepted (Figure 05).

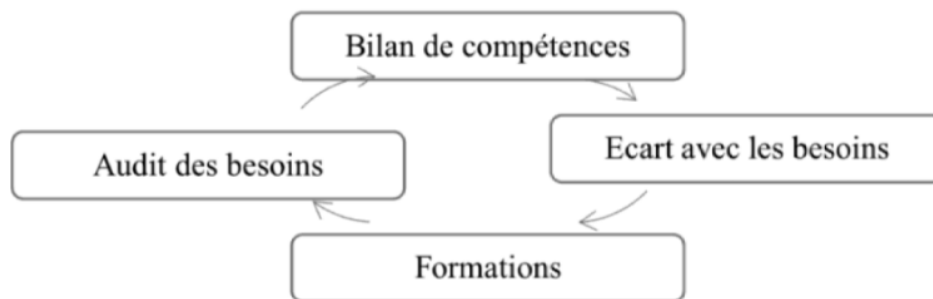
Figure 05: Action axis



Source: (Laure Letellier, 2020 p:42)

Develop training and skills development: A major objective is to avoid the digital skills shortage as new jobs are emerging such as data-related ones (data analyst or data scientist), but also jobs that specialize (the AI recruitment officer, the AI marketing officer or the chatbot's project manager). It is also about ensuring that jobs are maintained.

Figure 06: managed skill upgrades



Source: (Laure Letellier, 2020 p:42)

The approach is similar to a dynamic of continuous improvement, as presented by the Deming Wheel (PDCA approach, Plan Do Check Act). It is a matter of planning (objectives, resources, etc.), implementing the identified actions, verifying that the achieved corresponds to the planned, taking corrective measures in case of a deviation and starting a new cycle.

2.7. The benefits of introducing a chatbot's in the recruitment process:

In a context of changes linked to the digitalization of society and the world of work, professional identities are bound to adapt quickly.

According to the definition of Easyrecrue in the E-book (2019) "A chabot's serving the candidate and recruiter experience", «A chabot's is a program that simulates by messaging or vocally a human conversation».

The advantage of this tool is that it is available at all times, It brings real added value to candidates through its immediate and personalized interactivity, which no longer needs to wait for an answer to their question and allows recruiters to relieve themselves of these various tasks that may require some time of occupation. This tool has a positive impact for both stakeholders. It offers the opportunity for candidates to have a good experience while allowing the company to improve its employer brand (EASYRECRUE, , 2023).

2.7.1. Processing large volumes of data in record time.

These new artificial intelligence recruitment solutions are capable of processing much larger volumes of information and faster than a human would be able to. (Alban, 2018,p210) As mentioned in the "Recruitment 4.0" section, a recruiter will take approximately 3 8-hour days to sort 1500 resumes. According to figures from a site expert in Human Resources, a recruitment tool with artificial intelligence would be able to improve the time of 50% to 75% for a preselection of applications. In the end, the recruiter will only spend 6 hours on this task, which is a considerable improvement, David Bernard. » Focus RH [en ligne]. 30 novembre 2015. [Consulté le 21 mars 2023]. Disponible à (Bernard., 2023).

2.7.2. Improving responsiveness:

Due to the workload of recruiters, it is possible that candidates will not receive a response for some time. This could be detrimental to businesses, as the best profiles are often highly sought after. Unfortunately, if the application process takes too long, companies may miss out on good opportunities. Thanks to the speed of these tools, talent can be identified as quickly as possible in order to keep them in the company (EASYRECRUE, , 2023).

2.7.3. Candidate's predictions of success and performance:

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Aptitude and competence tests are used to judge candidates using other criteria than the academic and professional background presented on a CV. For example, the main traits of indispensable personalities in an accountant are rigor and curiosity. These tests will therefore help to target candidates with these characteristics and thus increase the chances of professional success in the company (READY, 2023).

2.7.4. The time saving:

The speed of these new technologies introduced in the recruitment service saves time for employees in the recruitment service. Indeed, it would be appropriate to replace the man by the machine in order to perform repetitive tasks. Thus, recruiters can focus on high value-added tasks such as job interviews where the human element is indispensable. Performance and productivity of recruiters will be improved (READY, 2023).

2.7.5. Reduced turnover rate:

The sorting performance of new tools allows for better identification of talent. According to studies conducted with companies using artificial intelligence for some time, it has been observed that the turnover rate of employees decreases by 50% in one year. Indeed, Several tools such as gamification are used to assess the compatibility between a candidate and a position over the long term. The recruitment choice is also more objective because, based on concrete facts, human bias present in the selection phase of candidates is less noticeable (Bernard, 2015).

2.7.6. Improving the recruitment process:

Finally, all these improvements make the recruitment process easier, faster, more efficient and more effective. According to the figures from FocusRH website, by using artificial intelligence, the performance gain of new recruits is on average 15% (Bernard., 2023)

3. The chabot's experience in Algeria thanks to BNP PARIBAS

In recent years, the integration of chabot's in companies has been developing rapidly. Since 2016, In 2017, according to Gartner, 52% of exchanges between a prospect and a company are through the customer advisors and the remaining 48% are made through answers already stated before. He estimates that by 2022, the percentage of exchanges with human advisors will only reach 15%, those via personal research will reach 64%

and the remaining 21% will be through a virtual assistant. However, the study does not reflect an increase in the number of solicitations to be administered as contact centers have the capacity to manage these solicitations.

In 43% of cases, virtual robots give the company that uses them an innovative image. However, at a 35% level, we believe that chatbot's are depersonalizing the customer relationship. Finally, around 30% think that virtual assistants have a place in companies.

The first point on which companies prefer intelligent robots to human exchange is the speed of responses. 69% of prospects consider that criterion is the main reason why they prefer to use a chatbot's. the second criterion, which is the ease of use of chatbot's, comes only in 21% of cases. Barely 19% of business leaders say that it doesn't matter if they use a chatbot's or exchange with a human. (Alternance Professionnelle - Statistics on the contribution of conversational bots in customer relations)

3.1. presentation of BNP PARIBAS company:

The BNP Paribas legacy banks were born and developed in the context of the tremendous industrial boom in Europe in the 19th century. They are actors of the second banking revolution, characterized by the drainage of savings necessary to finance economic development.

The pioneer is Société générale de Belgique, ancestor of BNP Paribas Fortis, which was born in Brussels in 1822. She invented the mixed bank, combining deposit management and corporate sponsorship, and will be imitated by the Pereire brothers' Crédit Mobilier In 1957, the CNEP ordered the largest computer developed in Europe, the Bull Gamma 60, while the BNCI chose an IBM 705 for the management of the commercial portfolio of the Paris agencies.

In 1961, the Banque de la Société générale de Belgique, ancestor of BNP Paribas Fortis, launched an IBM 7070.

On 23 May 2000, the BNP Paribas group was born from the merger of the Banque nationale de Paris (BNP) and Paribas, it is part of the CAC40 index.

The BNP Paribas group is in 2020, the 8th highest-valued French brand. Its brand value is 12 billion euros in 2020.

Figure 7: BNP Paribas logo

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BNP PARIBAS

source: (https://fr.wikipedia.org/wiki/BNP_Paribas, 2022)

3.2.The AI challenges at BNP Paribas:

Aware of the potential offered by artificial intelligence, BNP Paribas Group is developing its capabilities in this area: through an intrapreneuriat approach, The Group's AI labs use advanced technology to develop products that meet the bank's needs. As of January 2019, the AI community had identified nearly 350 use cases for AI with applications covering the areas of investment banking, compliance, human resources, communication, retail banking, insurance, etc.

BNP Paribas is now able to develop its own AI-based tools to support its recruitment processes. Candidates can already use a chabot's, integrated into the BNP Paribas Recrute Facebook page, which provides them with valuable advice for preparing their interviews.

The BNP Paribas Corporate Institutional Banking (CIB) Artificial Intelligence Lab has also developed tools to help human resources staff. These tools use Natural Language Processing (NLP) to extract data from documents, for example, to extract relevant content from CVs such as skills or work experience. In addition to the NLP, it is possible to search and rank candidates or job cards. A translation module even allows recruiters to post their ads in several languages. Finally, the AI gives recruiters an indicative rating of candidates by matching CVs to available job openings using advanced technologies such as TF-IDF (Term Frequency – Inverse document frequency), neural networks and deep learning.

According to RIM TEHRAOUI CHIEF DATA OFFICER BNP Paribas uses AI in a wide variety of fields. They focus on projects that aim to improve customer knowledge and experience through products and services. For example, network-based . chabot's use AI to understand customer issues faster and provide more effective responses. Recently, Cetelem Brazil has implemented a very effective . chabot's within the WhatsApp social messaging platform. Its objective is to facilitate the interaction with customers by providing fast answers in real time, guiding them to our products and services and allowing transactions 24/7.

Finally, BNP Paribas uses AI to improve risk management and compliance, particularly in the fight against fraud or money laundering. Today, AI is a widespread and rapidly developing practice with dedicated teams and skills spread across most of our businesses and functions.

3.3. Presentation by dr job BNP Paribas

BNP Paribas launches a. chabot's in 2011 under the name of Dr. Job, a new application available on the App Store (<https://bit.ly/drjob>) that helps you prepare for your recruitment interviews. (Johann YANG-TING, 2021 p:81) This new application addresses all the topics of the interview: attitude, speech, salary, questions traps... and offers the tips of recruiters, quizzes to evaluate yourself, as well as many tips to build his speech. Finally, to not forget anything on the day and have the situation in hand. Dr. Job proposes a smart agenda. You will find the latest news about the company to meet, its contact details, its location and finally, the possibility of registering your feedback post-interview. BNP Paribas thus provides candidates with its double know-how in recruitment and e-job services. Innovation, particularly in recruitment, is a strong focus of BNP Paribas, the leader in online and mobile banking services. In March 2011, BNP Paribas launched "Backstage", a community site for all those interested in and interested in learning more about the 300 businesses of the BNP Paribas group. On <https://backstage.bnpparibas.com>, candidates can exchange information with employees of the group about employment, trades and careers within the company. BNP Paribas' commitment to employment and the real economy is recognised and welcomed by young graduates, since the attractiveness curve of the employer brand BNP Paribas for young commercial graduates and engineers reached its highest level in the last twenty years.

Students also favor BNP Paribas, which is among the most attractive companies. For the second year in a row, BNP Paribas is at the top of the TNS Sofres «Grandes écoles» list among business school students and has been tied for second place among young engineers.

In addition, BNP Paribas was voted the second most attractive company for employees and candidates at national level by the employer list l'Express/ANDRH/Régionjob, particularly for its management of women, for their acceptance of disabled workers and the development opportunities offered by the group.

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3.3.1. Presentation of the application:

The Dr. Job application is intended to help and accompany candidates who wish to prepare for recruitment interviews. As such, it offers them tips, push questions, QCM, quizzes and tips. In addition, the Dr. Job application provides an internal agenda on which the candidate can enter their appointments.

Figure 8: the drdjob interface



Source : :)<https://iphoneaddict.fr/apps/economie-entreprise>(2023 ,

3.3.2. Application Use: The application user Dr. Job acknowledges that he has the necessary skills and means to access and use this application. It is recalled that the fact of accessing or staying in a computer system fraudulently, to hinder or distort the functioning of such a system, The fraudulent introduction or alteration of data in a computer system is a criminal offense.

The download and use of the “Dr. Job” application is free. The costs of access to and use of the telecommunications network shall be borne by the customer, in accordance with the terms fixed by its access providers and telecommunication operators.

3.3.3. Intellectual property: BNP Paribas owns, or holds the rights to, all elements that make up this application, including data, drawings, graphics and photos. Any reproduction, representation, distribution or rediffusion, in whole or in part, of the content of this application by any means whatsoever without the express and prior authorisation of BNP Paribas is prohibited, and constitute an infringement sanctioned by Articles L 335 - 2 et seq of the Intellectual Property Code. The trademarks of the

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3.3.5. Technical damage: BNP Paribas shall not be held responsible for elements outside its control and for damages that may be suffered by the user’s technical environment, including his mobile phones, computers, software, network equipment and any other hardware used to use the application.

3.3.6. Applicable law: The content of the application "Dr. Job" is subject to the applicable law in France. Any user acknowledges the jurisdiction of the French courts for all matters relating to the content and use of the application or the remedies arising therefrom.

4.conclusion

This article reviewed the first steps towards establishing the necessary knowledge base on the main axes of a chatbot’s Perspective or intelligent assistants with artificial intelligence are useful in the field of recruitment and platforms The most used forms for the development of chatbot’s. chatbot’s are fully functional and autonomous systems that are mainly used to solve human resources queries that radically change companies.

In conclusion chatbot’s are promising tools that could accompany companies However, Given the complex nature of a chatbot’s and its potential interaction with users, we recommend that you include the recruiter in the recruitment process.

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