

Compare Video Interviewing Software Checklist

A practical guide for selecting the perfect video interviewing software for your business.

Customer Proof

To ensure you're working with a leader in video interviewing, you'll want customers of the provider to validate their standing. References, testimonials, and the number of customers should be what you're looking for here.

	Spark Hire	Competitor
Ask: How many customers do you have?	4,000+	
Ask: How many countries do you work in?	100+	
Read customer reviews.	Read Reviews	
Review customer case studies.	View Case Studies	
Get a list of customer references.	Upon Request	

Ease-of-use

The most important thing to consider when comparing video interviewing software is your future success. From our experience, video interviewing success is defined by strong user adoption. It's critical that your team and your candidates find the software easy to use so getting started is simple and positive momentum can be built.

	Spark Hire	Competitor
Do a full product demo with the video interviewing provider workflow.	Get a Demo	
Read customer reviews to see if ease-of-use is commonly mentioned.	Read Reviews	
Ask: How quickly can I get started?	Instantly	
Ask: Is there any custom setup or configuration required?	No	
Ask: Do users have to download any additional software or plugins?	No	
Ask: Does getting started require the provider's assistance?	No	
Ask: Can I modify/customize my branding at any time?	Yes	
Ask: Can I invite team members to join the account at any time?	Yes	

Features

With your video interviewing goals defined, the next step is determining which features you need to achieve those goals. As Analyst and HR technology thought-leader William Tincup says, "a feature is not a feature unless users use said feature." Therefore, make sure you're not sold on something your team will never use.

	Spark Hire	Competitor
One-Way Video Interviews	Yes	
Video Questions	Yes	
Customizable Time Limits	Yes	
Customizable Take Limits	Yes	
Customizable Think Time	Yes	
Open Interview	Yes	
Live Interview	Yes	
Record Live Interviews	Yes	
Interview Scheduling Software	Yes	
Share Video Interview Recordings	Yes	
Bulk Share Video Interview Recordings	Yes	
Branding Customization	Yes	
Custom Welcome Videos	Yes	
Interview Rating System	Yes	
Interview Commenting System	Yes	
Interview Tagging System	Yes	
Rejection Management	Yes	
Outbound Video Messaging	Yes	
User Roles, Groups, and Permissions	Yes	
Analytics Dashboard	Yes	
Candidate Profiles with LinkedIn Integration	Yes	

Features continued...

	Spark Hire	Competitor
iOS Mobile App for Job Seekers	Yes	
iOS Mobile App for Companies	Yes	
Android Mobile App for Job Seekers	Yes	
Android Mobile App for Companies	Yes	
Download Interviews On-Demand	On Specific Plans	

Pricing

Chances are that this is your first time implementing video interviews at your organization. We're big believers in eliminating the cost and commitment barriers to entry so you can easily get started with video interviewing. When speaking with providers about pricing, it's important that you keep the following in mind: transparency, affordability, flexibility.

	Spark Hire	Competitor
Ask: Is your pricing listed on your website?	Yes, View Pricing	
Ask: If not, how do you calculate your pricing?	Transparent Pricing	
Ask: Tell me everything that is included and everything that's not included.	Transparent Pricing	
Ask: How many user seats/licenses are included?	10	
Ask: How much does it cost to add more users?	\$5 USD/User/Month	
Ask: Can I share interviews without requiring the reviewer to log in?	Yes	
Ask: Do I have unlimited sharing capabilities?	Yes	
Ask: Do you have month-to-month options with no contract?	Yes	
Ask: Am I required to sign a contract?	No	
Ask: Are there any setup fees?	No	



Support

Since video interviewing is most likely a new initiative within your recruitment process, it's important you partner with a video interviewing software provider who is dedicated to your success. The amount of customer support and training you receive is essential in your team's adoption of video interviewing.

	Spark Hire	Competitor
Ask: Will we have a dedicated account manager?	Yes	
Ask: Do you offer 24x7 technical support for customers?	Yes	
Ask: Do you offer 24x7 technical support for candidates?	Yes	
Ask: Will you do a live training session with our team?	Yes	
Ask: Do you have a library of best practices and strategies?	Yes	
Ask: Do you have how-to and tutorials available on-demand?	Yes	
Ask: Will you proactively monitor our account and help us improve our results?	Yes	
Ask: Will you proactively support my candidates?	Yes	
Ask: Do you offer Live Interview Concierge Services?	Yes	
Ask: Do you proactively communicate with candidates to improve interview conversion?	Yes	
Ask: Do you have interview coaches for candidates to speak with?	Yes	
Ask: Will you provide our candidates with tips and advice for their video interview?	Yes	
Ask: Do you have a resource center to help candidates successful?	Yes, View Boot Camp	
Ask: Do you survey candidates for feedback on their experience?	Yes	
Get references who will vouch for the provider's customer support	Upon Request	



Scalability and Security

Most video interviewing providers are focused on a very specific customer demographic whether it be Fortune 500s or small, localized organizations. As a result, the platforms are built with a specific company size in mind. When evaluating video interviewing providers, it's important that the vendor you select has experience working with organizations of all sizes so you can grow together.

	Spark Hire	Competitor
Request customer names that represent different demographics (e.g. number of employees)	Upon Request	
Check for references at organizations that are similar to yours.	Upon Request	
Ask: Do I have the option to scale my account up and down at any time?	Yes	
Ask: Is your server infrastructure a global network?	Yes	



Scalability and Security continued...

	Spark Hire	Competitor
Ask: Is your infrastructure redundant?	Yes	
Ask: Is your infrastructure co-located?	Yes	
Ask: Are connections to your servers encrypted?	Yes	
Ask: Is data encrypted at rest?	Yes	
Ask: Do you route web traffic based on load and latency?	Yes	
Ask: Are you SOC 2 certified?	Yes	
Ask: Are you compliant with the GDPR?	Yes	

Integration

If you use an applicant tracking system, it's a bonus if it integrates with your video interviewing provider. When speaking with video interview software providers, check to see if they integrate with your ATS.

	Spark Hire	Competitor
Find out if the provider integrates with your applicant tracking system	View Partners	
Verify the integration with your applicant tracking system	Contact Your ATS Rep	
Make sure the integration is well-built and isn't just a referral partnership	Contact Your ATS Rep	
Ask: How many applicant tracking systems do you integrate with?	30+	
Ask: How do the integrations work?	Upon Request	
Ask: Will you reach out to my ATS to discuss an integration?	Yes	
Ask: Do you have an API?	Yes	
Ask: Can we use your API to integrate with our internal system?	Yes	
Ask: Do you integrate with Zapier ?	Yes	
Ask: Is there any cost associated with integrations that we should be aware of?	No	

Simple Video Interviewing Platform

Our pricing is completely transparent and you will be up and running in minutes. We'll match you with a dedicated account manager and they'll be proactive to make sure your Spark Hire experience is a memorable one. We look forward to being the best business decision you ever make.

Spark Hire is the #1 video interviewing platform based on reviews from real customers



Ready to learn more about Spark Hire and how you can be up and running in under 2 minutes?

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