



User Guide

Amazon Connect Talent



Amazon Connect Talent: User Guide

Copyright © 2026 Amazon Web Services, Inc. and/or its affiliates. All rights reserved.

Amazon's trademarks and trade dress may not be used in connection with any product or service that is not Amazon's, in any manner that is likely to cause confusion among customers, or in any manner that disparages or discredits Amazon. All other trademarks not owned by Amazon are the property of their respective owners, who may or may not be affiliated with, connected to, or sponsored by Amazon.

Table of Contents

What is Amazon Connect Talent?	1
How it works	1
Key concepts	1
Getting started	2
Sign in to Amazon Connect Talent	2
Homepage	2
First-time welcome screen	3
Homepage layout	3
To view job details from the homepage	3
Navigation sidebar	3
Amazon Connect Talent Teammate	4
Testing Amazon Connect Talent	4
Optional prerequisites	4
Build and test an evaluation	4
Evaluations	6
How an evaluation is structured	6
Managing evaluations	6
Create an evaluation	7
Edit the evaluation	9
Publish an evaluation	13
How competencies work	13
How competencies are selected	13
Sending evaluations to candidates	14
Manually send or resend evaluations	15
Automated evaluation invitations with ATS integration	16
How scoring works	16
Scoring principles	16
How scoring rubrics work	17
What counts as evidence	17
Interview scores	18
Assessment scores	18
AI-led interviews	19
Competency-based questions	19
Dynamic follow-up questions	19

Edit interview questions	19
Interview playback	20
Assessments	21
Assessment types	21
The assessment scale	21
Customize assessment terms	22
Jobs	23
How jobs are used	23
Add a job	24
View active jobs	25
View candidates for a job	25
Candidates	26
How candidate records are created	26
The job candidates page	27
Candidate metrics	27
Candidate list	27
Search and filter candidates	28
Change application status	29
Candidates who opted out	29
Review candidate results	30
The candidate results page	30
Candidates who opted out	35
How results sync with your ATS	35
Candidate experience	36
Receive the invitation email	36
The candidate journey	37
Audio and device setup	37
Languages and accessibility	38
How a candidate opts out	38
Assist candidates with technical difficulties	39
Supported browsers	39
Amazon Connect Talent Teammate	40
Document history	41

What is Amazon Connect Talent?

Amazon Connect Talent is an agentic AI hiring solution built for talent acquisition leaders managing scaled hiring. It delivers AI-led interviews, science-backed assessments, and consistent evaluation, helping recruiters hire high quality candidates faster while providing applicants with a flexible interview experience that reduces human preconceptions.

Topics

- [How it works](#)
- [Key concepts](#)

How it works

Amazon Connect Talent guides you through a simple flow for each job you hire for:

1. Create an evaluation for a job. An evaluation can include assessments, an AI-led interview, or both. Amazon Connect Talent builds the evaluation from the job's competencies.
2. Candidates complete the evaluation.
3. Review the results and decide how to move each candidate forward.

Key concepts

A few core ideas make up how Amazon Connect Talent measures candidates:

- **Evaluations** – An evaluation is what a candidate completes for a job. It can include assessments, an AI-led interview, or both. Amazon Connect Talent builds each evaluation from the job's competencies. For more information, see [Evaluations](#).
- **AI-led interviews** – Voice-based interviews conducted by AI agents that evaluate candidates against job-specific competencies. For more information, see [How AI-led interviews work](#).
- **Assessments** – Digital tests that evaluate a candidate's skills through various question formats. For more information, see [How assessments work](#).

Getting started with Amazon Connect Talent

Amazon Connect Talent is an AI-powered hiring and candidate evaluation service integrated with Amazon Connect. Recruiters use it to create candidate evaluations, run AI-led interviews and assessments, and review candidate results. This chapter shows you how to sign in and find your way around the homepage.

Topics

- [Sign in to Amazon Connect Talent](#)
- [Homepage](#)
- [How to test Amazon Connect Talent](#)

Sign in to Amazon Connect Talent

How you sign in to Amazon Connect Talent depends on how your administrator set up your instance. If your instance stores users in Amazon Connect Talent, you sign in with the username and password your administrator created for you. If your instance uses SAML 2.0 single sign-on, you sign in through your organization's identity provider. Your administrator gives you the sign-in address for your organization.

1. Open the Amazon Connect Talent sign-in address provided by your administrator.
2. Sign in. If your instance stores users in Amazon Connect Talent, enter the username and password your administrator provided. If your organization uses single sign-on, authenticate through your identity provider.
3. After you sign in, Amazon Connect Talent opens to the homepage.

If you cannot sign in, contact your Amazon Connect Talent administrator to confirm that your account has access.

Homepage

The homepage is the first page a recruiter sees after signing in to Amazon Connect Talent. It gives you a quick overview of your top jobs and recently created evaluations.

First-time welcome screen

When you sign in for the first time, Amazon Connect Talent displays a welcome screen with a greeting by name. The screen introduces a three-step hiring process:

1. **Create your candidate evaluation** – Build AI-powered interviews and assessments.
2. **Interview candidates** – Scale screening with AI-led interviews.
3. **Hire the best role fit** – Make data-driven hiring decisions.

Choose **Create your first candidate evaluation** to get started. After you create your first evaluation, the welcome screen switches to the standard homepage.

Homepage layout

The standard homepage contains two main areas:

- **Top jobs to review** – Job cards that display the job title, metrics, and a **View job** button.
- **Recently created evaluations** – A table with a **Name** column. The header includes a **Create** button.

To view job details from the homepage

1. Choose **View job** on a job card.
2. Review the job detail page, which displays metrics with candidate data and a filterable list of candidates.
3. Use the **Status**, **Evaluation**, and **Sort by** filters to narrow the candidate list.
4. Enter candidate properties in the search box to find specific candidates.

Navigation sidebar

The navigation sidebar is available on every page in Amazon Connect Talent. It provides access to the following areas:

- **Home** – Top jobs and recent evaluations.
- **Evaluations** – Full list of all evaluations.

- **Jobs** – Full list of all jobs.
- **Settings** – Instance configuration.

The sidebar collapses to icons on smaller screens.

Amazon Connect Talent Teammate

Amazon Connect Talent Teammate is an AI-powered teammate that answers questions about your work and surfaces information from across the application. For more information, see [Amazon Connect Talent Teammate](#).

How to test Amazon Connect Talent

After you set up your instance, test Amazon Connect Talent end-to-end by creating an evaluation and sending it to yourself or your team.

Optional prerequisites

Before you test Amazon Connect Talent, you can complete the following optional tasks:

- **Upload your knowledge base** – Amazon Connect Talent uses your knowledge base to understand your company values and the key competencies you want to assess. This informs how evaluations are tailored to your organization. For more information, see [Manage knowledge bases](#).
- **Connect your applicant tracking system (ATS)** – Amazon Connect Talent imports all the jobs you're currently hiring for. If your ATS isn't connected yet, you can upload or describe your job directly during evaluation creation. For more information, see [ATS integrations](#).

Build and test an evaluation

This end-to-end walkthrough covers creating, publishing, sending, and reviewing a test evaluation:

1. **Create an evaluation** – Choose a role and generate a tailored evaluation. For more information, see [Create an evaluation](#).
2. Publish the evaluation – finalize and publish it.
3. **Send to candidates** – Navigate to the published evaluation and choose **Send to candidates**. Enter the email addresses of yourself or your team members to send test evaluations.

 Tip

Sending a test evaluation to the same email address will overwrite your previous results. Some email clients support plus addressing, which lets you create variations of your email to generate separate candidate records. Add + followed by any number or text before the @ symbol — for example, yourname+1@yourcompany.com, yourname+2@yourcompany.com. Each variation creates a separate candidate record in Amazon Connect Talent, but all emails deliver to the same inbox. Check whether your email client supports plus addressing before relying on this approach.

4. Review results – after your testers complete their evaluations, review their results to understand how Amazon Connect Talent evaluates and scores candidates. For more information, see [How scoring works](#).

Evaluations

An evaluation is what a candidate completes for a job. It can include assessments, an AI-led interview, or both. Amazon Connect Talent builds an evaluation from a job's key competencies. This chapter shows you how to create and edit evaluations and how to read the results.

Topics

- [How an evaluation is structured](#)
- [Managing evaluations](#)
- [How competencies work](#)
- [Sending evaluations to candidates](#)
- [How scoring works](#)

How an evaluation is structured

An evaluation has three parts:

- **An overview** – the job, the competencies, and the language.
- **A set of assessments** – science-backed measures of a candidate's competencies.
- **An AI-led interview** – questions that measure the job's competencies.

While an evaluation is a draft, you can adjust any of these parts. Amazon Connect Talent protects your draft as you work, so you don't lose content by accident:

- You can remove a section and restore it again.
- You can undo recent changes.
- Amazon Connect Talent warns you before you leave a competency with nothing to measure it.

For more information about editing a draft, see [Edit the evaluation](#).

Managing evaluations

This page covers how to create, edit, and publish evaluations in Amazon Connect Talent.

 Note

ATS integrations are not available at launch. Support for ATS integrations is coming soon. For more information, see [ATS integrations](#) in the *Amazon Connect Talent Administrator Guide*.

Create an evaluation

A candidate evaluation is an AI-generated set of assessments and behavioral AI-led interview questions tailored to a specific job. Amazon Connect Talent analyzes the job description and your knowledge base, identifies key competencies, and produces a structured evaluation for you to review before publishing.

Prerequisites

Before you create a candidate evaluation, verify that you have the following:

- An Amazon Connect Talent instance
- Permissions to create evaluations. For more information about the permissions required to create evaluations, see the [Amazon Connect Talent Administrator Guide](#).
- An ATS integration, if you want to send evaluations to candidates automatically. To set up your integration, see the [Amazon Connect Talent Administrator Guide](#). If you are testing Amazon Connect Talent with internal users, an ATS integration is not required. To learn more, see [How to test Amazon Connect Talent](#).

To start creating an evaluation

You can start creating an evaluation from the home page or the Evaluations page.

- On the home page, choose **Create** in the **Recently created evaluations** section.
- Or navigate to **Evaluations** in the sidebar and choose **Create evaluation**.

Select a job

In this step, you select the job you want to build the evaluation for. Amazon Connect Talent uses the job description to identify competencies and generate the evaluation. You have two options:

- **Search for an existing job** – Use the search box or browse the **Most recently added** cards. Each card displays the job title, description, creation date, and last updated date.
- **Upload or describe a job** – Choose **Upload or describe** to provide a job description directly. Use this option if you don't have a job in the system yet.

For more information about adding jobs to Amazon Connect Talent, see [Add a job](#).

Wait for AI generation

After you select a job, Amazon Connect Talent generates the evaluation. A loading screen appears with a status indicator while Amazon Connect Talent analyzes the job and builds a tailored evaluation. Do not navigate away from this page during generation. This process takes approximately 90 seconds.

Review the generated evaluation

When generation completes, Amazon Connect Talent displays the message "Your evaluation is ready to publish." You can publish the evaluation, save it as a draft, or make edits. The page contains the following sections:

- **Overview** – The job used to build the evaluation, the five key competencies selected for the job, and the evaluation language. Choose a competency to see why Amazon Connect Talent selected it for the role.
- **Assessments** – Science-backed assessments tailored to the job, with an estimated duration for candidates (for example, ~8 mins). Each assessment shows what it measures, the competencies it evaluates, and how many of the job's competencies it covers. Amazon Connect Talent selects assessments based on the job's competencies, so not every evaluation includes assessments. For more information, see [How assessments work](#).
- **AI-led interview** – Behavioral questions with dynamic follow-ups, with an estimated duration for candidates (for example, ~30 mins). Each question displays the competency it measures and shows how many of the job's competencies the interview covers. Every evaluation includes an AI-led interview by default, but you can remove it during editing. For more information, see [How AI-led interviews work](#).

The estimated durations help you understand the total time commitment candidates need to complete the evaluation.

Edit the evaluation

Before you publish an evaluation, you can adjust its AI-led interview questions, assessments, and language. After you publish an evaluation, it becomes read-only.

Important

You can't edit an evaluation after you publish it. A published evaluation is read-only. You can edit an evaluation only during creation or while it is saved as a draft. If you want a colleague to review the evaluation before publishing, save it as a draft and share the draft with them.

Edit AI-led interview questions

1. Choose **Edit** next to **AI-led interview**.
2. Review the list of questions. Each question displays the question text and associated competency.
3. Choose the options menu on a question to access editing options:
 - **Rewrite** – Enter guidance and Amazon Connect Talent rewrites the question using AI. You can also paste in existing interview questions your organization uses. Amazon Connect Talent may make slight adjustments to optimize the question for an AI-led interview format.
 - **Remove** – Removes the question.
4. To add a question, choose **Add question**, select a competency, and optionally enter guidance to direct the AI. The competency list shows up to 15 competencies that Amazon Connect Talent identifies for the job, including competencies that are not among the five shown during evaluation creation.
5. Choose **Save**, then choose **Back to overview**.

You can restore a removed question while you work. Each interview module starts with a default set of questions, and Amazon Connect Talent estimates the interview duration from the number of questions.

Important

AI-led interviews have a maximum duration of 30 minutes, at which point the interview ends. The interviewer informs the candidate that the interview is ending. If the candidate has not answered all of the questions, this does not negatively affect their score. Amazon Connect Talent scores only competencies for which the candidate provided a response. To learn more about how scoring works, see [How scoring works](#).

Edit assessments

Amazon Connect Talent selects assessments based on the job's competencies. Because assessments are competency-driven, not every evaluation includes them – Amazon Connect Talent adds assessments only when the job's competencies match what an assessment measures. The following assessment types are available:

Assessment type	Description
Work approach	Measures how a candidate approaches their work.
Problem solving	Measures how a candidate works through problems.

Each assessment displays the following details:

- What this measures
- The competencies it evaluates
- Customized terms (Problem solving only)
- Mobile preview

To edit customized terms

For Problem solving assessments, you can customize the terms used in scenarios. The assessment displays a table of generic terms and their customized equivalents.

1. Choose the edit icon next to the term you want to change.
2. In the dialog, review the **Generic Term** field (read-only) and enter a new value in the **Customized Term** field.

3. Choose **Update**.

Amazon Connect Talent checks each customized term for relevance and reverts values it cannot use.

To remove assessments

You can remove individual assessments or all assessments at once.

- To remove an individual assessment, choose the options menu for the assessment and choose **Remove**.
- To remove all assessments, choose **Remove all assessments**.

Set the evaluation language

You can set or change the evaluation language from the Overview section. Amazon Connect Talent uses this language for all assessment and interview questions, and conducts the AI-led interview in that language.

Note

If your knowledge base includes competencies written in a specific language, and those competencies are selected for an evaluation, changing the evaluation language does not translate those competencies. This only affects what recruiters see — the candidate experience is fully localized in the selected language regardless of the language used in your knowledge base.

Amazon Connect Talent supports the following languages for the candidate evaluation:

Language	Locale
English (United States)	en-US
English (Australia)	en-AU
English (United Kingdom)	en-GB

Language	Locale
Portuguese (Brazil)	pt-BR
French (France)	fr-FR
Italian (Italy)	it-IT
German (Germany)	de-DE
Spanish (United States)	es-US

 Note

When you change the language, Amazon Connect Talent regenerates the evaluation. This replaces the current AI-led interview questions and assessments with new content in the selected language.

Manage draft content

When you save an evaluation as a draft, you retain the full editing capabilities you had during creation. You can locate your draft evaluations in two ways:

- Navigate to **Evaluations** in the sidebar and check the **Status** column for drafts.
- Recently created drafts also appear on your home page in the **Drafts you haven't finished yet** card.

To open a draft for editing:

1. In the sidebar, choose **Evaluations**, or locate your recently created draft on the home page.
2. Choose the draft evaluation you want to edit. The **Edit** control isn't available for a published evaluation.
3. Choose **Edit** on the assessments, AI-led interview, or language section to make changes.

Publish an evaluation

When you publish an evaluation, Amazon Connect Talent assembles the final evaluation from the selected competencies, questions, and scoring rubrics.

You can publish an evaluation only when it includes at least one assessment or one interview question.

1. Choose **Publish**.
2. You are prompted to **Choose where this evaluation runs**. Select the open job this evaluation should be used for from the list of active jobs synced from your ATS, and choose the application stage at which candidates receive their evaluation invitation. For more information, see [Sending evaluations to candidates](#).
3. In the dialog, edit the evaluation name. The name is pre-filled with the job title.
4. Choose **Publish** to finalize.

Amazon Connect Talent returns you to the home page. The evaluation appears in the **Recently created evaluations** table. After you publish, the entire evaluation is read-only and cannot be edited.

How competencies work

A competency is a skill or quality that matters for a job, such as problem solving or collaboration. Amazon Connect Talent builds each evaluation around a job's competencies, so every assessment and AI-led interview question measures something that matters for the role.

How competencies are selected

When you create an evaluation, Amazon Connect Talent analyzes the job description and selects the most relevant competencies for the role. If your organization has populated a knowledge base, Amazon Connect Talent also draws on it to identify competencies that reflect your organization's values and priorities.

Amazon Connect Talent shows five competencies during evaluation creation. You can review each competency's rationale to understand why it was selected.

Amazon Connect Talent uses these competencies to build the evaluation:

- **For the AI-led interview** – Amazon Connect Talent generates behavioral questions for each competency. When editing interview questions, up to 15 competencies are available in the competency list, including competencies not among the five shown during creation.
- **For assessments** – Amazon Connect Talent selects the most relevant assessments from its assessment library based on the competencies and the nature of the role. Not every evaluation includes assessments.

The recommended competencies help you evaluate candidates fairly and completely:

- They capture what matters for the role, including qualities a job description does not state directly.
- They reflect your organization's values when your knowledge base is populated.
- They keep results comparable, because every candidate for the same job is evaluated on the same competencies.
- Each competency includes a plain-language rationale, so you can judge whether to keep it.

Make sure each competency is measured by at least one assessment or interview question.

Sending evaluations to candidates

This page covers how to send evaluation invitations to candidates in Amazon Connect Talent.

An evaluation invitation is an email that Amazon Connect Talent sends to a candidate with a link to complete their evaluation. The email contains instructions and a unique link that takes the candidate directly to their evaluation. For more information about what the candidate sees, see [Candidate experience](#).

Important

Before Amazon Connect Talent can send evaluation invitation emails to candidates, your Amazon Simple Email Service (Amazon SES) account must be moved out of sandbox mode. Evaluations are not sent to candidates until this step is complete. For more information, see [Move Amazon SES out of sandbox mode](#).

Manually send or resend evaluations

You can send an evaluation to any candidate by email directly from Amazon Connect Talent. Before ATS integrations are available, this is how you deliver evaluations to candidates.

To send an evaluation:

1. In the sidebar, choose **Evaluations**.
2. Choose the published evaluation you want to send.
3. Choose **Send to candidates**.
4. Enter the candidate's email address and send.

Amazon Connect Talent checks whether a candidate record already exists for that email address and role. If one exists, the evaluation is sent to the existing candidate. If one doesn't exist, Amazon Connect Talent creates a new candidate record. Amazon Connect Talent also checks for an existing active attempt and warns you before it resends, so you don't send a duplicate invitation.

When to resend

You may need to resend an evaluation in the following situations:

- **Expired invitations** – Evaluation invitations expire after 7 days. If a candidate contacts you because their invitation has expired, resend the evaluation using the preceding steps.
- **Technical difficulties** – If a candidate experiences a technical difficulty during their evaluation, Amazon Connect Talent instructs them to contact their recruiter for help. Resend the evaluation using the preceding steps. If the candidate already completed their assessments and then experiences a technical difficulty during the AI-led interview, their assessment progress and scores are saved. The candidate must restart the AI-led interview. For more information, see [Assist candidates with technical difficulties](#).
- **Rescheduling** – If a candidate needs to reschedule and ends the interview early, resend the evaluation using the preceding steps. If the candidate already completed their assessments, their assessment progress and scores are saved. The candidate must restart the AI-led interview.

Automated evaluation invitations with ATS integration

Note

ATS integrations are not available at launch. Support for ATS integrations is coming soon. For more information, see [ATS integrations](#) in the *Amazon Connect Talent Administrator Guide*.

With an ATS integration, you can link evaluations to application stages from your ATS. When a candidate reaches the linked application stage, Amazon Connect Talent automatically sends them an evaluation invitation.

How scoring works

Amazon Connect Talent is built to give you fair, evidence-based results that you can trust. This page explains the principles behind scoring, how scoring rubrics are generated, and what counts as evidence.

Scoring principles

Keep the following principles in mind as you read a candidate's scores.

- **Consistent and fair** – Every candidate for the same role is evaluated on the same competencies and the same criteria. Results do not depend on who the candidate is.
- **Measured against a clear rubric** – Amazon Connect Talent scores each competency against a rubric – a set of criteria that defines what a strong response and a weak response look like. Amazon Connect Talent evaluates the candidate's responses against that rubric and ties each conclusion to evidence from the interview. When there isn't enough evidence, Amazon Connect Talent reports that instead of guessing.
- **Based on evidence, not impressions** – Scores reflect the behavior a candidate actually described – concrete past actions and results – not hypotheticals, self-ratings, or promises about what they could do.
- **What they said, not how they said it** – Amazon Connect Talent evaluates the content of a candidate's responses. How a candidate speaks – accent, fluency, pace, pauses, or filler words – does not affect the score.

- **Personal circumstances are never evidence** – Disclosures such as disability, health, or pregnancy are never used to score a candidate. Opt-out requests stay visible so you can consider them.

Important

Amazon Connect Talent informs; you decide. Amazon Connect Talent reports evidence-based competency scores and never recommends whether to hire. Hiring decisions are yours.

How scoring rubrics work

Amazon Connect Talent generates a scoring rubric for each competency before any candidate is interviewed. A rubric defines the specific, observable, job-related behaviors that distinguish a strong response from a weak one for that competency.

The rubric is derived from the job description and competencies, and it is fixed for the role – every candidate who interviews for the same job is evaluated against the same criteria. This ensures results are consistent, comparable, and free from variation between candidates.

Amazon Connect Talent applies rubrics automatically during scoring. This removes subjectivity from the evaluation process and ensures every candidate is measured the same way, every time.

Tip

Want to see the details behind a scoring rubric? Ask the [Amazon Connect Talent Teammate](#) about a specific evaluation. The Teammate can walk you through the behaviors the rubric looks for and how they map to competencies.

What counts as evidence

Amazon Connect Talent scores each competency by checking the candidate's responses against the rubric. Only demonstrated behavior counts – concrete actions and results the candidate describes from their past experience. The following do not affect a score:

- Hypothetical statements or self-assessments ("I would..." or "I'm good at...")
- How the candidate speaks – accent, fluency, pace, pauses, or filler words

- Personal circumstances – disclosures such as disability, health, or pregnancy are never used in scoring

Each score is tied to specific evidence from the interview, so you can trace any result back to what the candidate said.

Interview scores

Amazon Connect Talent scores each competency on a 1–5 scale. A score of 5 means the candidate demonstrated the positive behaviors the rubric defines for that competency with no concerns. A score of 1 means the candidate did not demonstrate the expected behaviors, or demonstrated behaviors that indicate concern.

The overall interview score is the equal average of all competency scores, so every competency counts the same.

For more information about how interview scores appear on the candidate results page, see [Review candidate results](#).

Assessment scores

Assessments use a separate scale from the interview. Assessment results appear on the four-level assessment scale. For more information, see [How assessments work](#). These scores reflect how closely the candidate's responses match the behavioral patterns associated with success in that competency – they are not pass/fail judgments.

Amazon Connect Talent selects the most relevant assessments for the job's competencies from its assessment library and tailors each one to the role. Not every evaluation includes assessments – Amazon Connect Talent adds assessments only when the job's competencies match what an assessment measures. For more information, see [How assessments work](#).

How AI-led interviews work

An AI-led interview is a set of behavioral questions that Amazon Connect Talent generates for each competency a job requires. Amazon Connect Talent runs the interview with the candidate, asks follow-up questions when useful, and captures the conversation for you to review.

Topics

- [Competency-based questions](#)
- [Dynamic follow-up questions](#)
- [Edit interview questions](#)
- [Interview playback](#)

Competency-based questions

Amazon Connect Talent generates behavioral questions from the job's competencies. Each question is grouped under the competency it measures and carries a short rationale that explains why it assesses that competency. Questions are written to be clear, fair, and focused on a single competency, and Amazon Connect Talent can generate them in multiple languages. For the languages that Amazon Connect Talent supports for an evaluation, see [Set the evaluation language](#).

In the results, each question card shows a competency badge so you can see which competency the question measures.

Dynamic follow-up questions

During the interview, Amazon Connect Talent can ask a follow-up question to explore a candidate's answer in more depth. In the results, follow-up questions appear as nested items beneath the primary question.

Edit interview questions

Before you publish an evaluation, you can review the questions, remove any you do not want, and add new AI-generated questions. To add a question, choose a competency and, optionally, enter a short instruction to guide the AI. The competency dropdown lists up to 15 competencies that

Amazon Connect Talent identifies for the job, including competencies that are not among the five shown during evaluation creation. You can restore a removed question while you work.

Each interview module starts with a default set of questions, and Amazon Connect Talent estimates the interview duration from the number of questions.

Interview playback

After a candidate completes the interview, you can review a two-column playback: the list of questions alongside a synchronized transcript, with optional audio. A timeline bar shows how much of the interview the candidate spoke compared with the interviewer.

How assessments work

Assessments are one of the two instruments in an evaluation, alongside the AI-led interview. Each assessment maps to one or more of the job's competencies and has an estimated duration. When you create an evaluation, Amazon Connect Talent selects the most relevant assessments for the job's competencies from its assessment library and tailors each one to the role. Amazon Connect Talent chooses only from its library and shows you why it selected each assessment.

Topics

- [Assessment types](#)
- [The assessment scale](#)
- [Customize assessment terms](#)

Assessment types

Amazon Connect Talent offers the following assessment types:

- **Work approach** – Measures how a candidate approaches their work.
- **Problem solving** – Measures how a candidate works through problems.

The assessment scale

Assessments report results on a four-level scale:

- Low
- Moderate
- High
- Very High

Each assessment shows a per-competency breakdown on this scale, plus an overall fit read – for example, all High or Very High, all Moderate, or mixed. When a candidate did not provide enough signal on a competency, Amazon Connect Talent leaves it out of the fit read rather than guessing.

Customize assessment terms

Problem solving assessments use role-specific terms in their scenarios. When you create an evaluation, you can adjust these terms so they match your organization's language. Amazon Connect Talent checks each term for relevance and reverts values it cannot use. For instructions, see [To edit customized terms](#).

Jobs

In Amazon Connect Talent, a job is a role you're hiring for. Each job has a title and description. You can create jobs directly in Amazon Connect Talent or connect them from an applicant tracking system (ATS). You then use those jobs to create evaluations. An evaluation defines the AI-led interviews and assessments that candidates complete as part of your hiring process.

Note

ATS integrations are not available at launch. Support for ATS integrations is coming soon. For more information, see [ATS integrations](#) in the *Amazon Connect Talent Administrator Guide*.

Topics

- [How jobs are used](#)
- [Add a job](#)
- [View active jobs](#)
- [View candidates for a job](#)

How jobs are used

Jobs serve several purposes in Amazon Connect Talent:

- **Competency selection** – When you create an evaluation, Amazon Connect Talent analyzes the job description and identifies key competencies for the role. These competencies drive which assessments are selected and which behavioral questions are generated for the AI-led interview. To learn more, see [Create an evaluation](#).
- **Candidate-facing job summary** – Amazon Connect Talent uses the job description to generate a summary that candidates see before they begin their evaluation. This summary is presented to the candidate along with the full job description, giving them context about the role they're being evaluated for. To learn more, see [Candidate experience](#).
- **Candidate applications** – For jobs synced from your ATS, Amazon Connect Talent pulls in the candidate applications associated with each job. When a candidate completes their evaluation,

Amazon Connect Talent writes a completion event back to your ATS. The completion event appears on the candidate's application in your ATS and includes a link for the recruiter to review the candidate's results in Amazon Connect Talent. To learn more, see [Review candidate results](#).

- **Application stages** – Amazon Connect Talent also syncs the application stages associated with each job from your ATS. Application stages are used to trigger sending evaluation invitations to candidates. To learn more, see [Sending evaluations to candidates](#).

Add a job

There are two ways to add a job to Amazon Connect Talent:

- **Sync jobs from ATS** – When you add an ATS integration, Amazon Connect Talent automatically syncs active jobs from your ATS. For synced jobs, Amazon Connect Talent also pulls in the application stages associated with each job. Application stages are used to trigger sending evaluation invitations to candidates. To learn more, see [Sending evaluations to candidates](#).
- **Add a job manually** – Choose **Evaluations**, and then choose **Create evaluation**. In the evaluation creation flow, you can upload or describe your job. Manually created jobs are best suited for internal testing of evaluations. To learn more, see [How to test Amazon Connect Talent](#).

In the first step of the evaluation creation workflow, you can search for synced jobs or jobs you created manually.

Note

When you add your ATS integration, only jobs created in your ATS after the integration is established are synced into Amazon Connect Talent. Jobs that existed before the integration aren't synced.

Important

You can't link a manually created job to an existing job in your ATS. Because of this, candidate applications from your ATS don't flow into manually created jobs. To evaluate candidates for a manually created job, you must send evaluation invitations manually, which creates new candidate records in Amazon Connect Talent. These records don't sync back to your ATS.

View active jobs

To view your jobs, choose the **Jobs** icon in the side navigation. The Jobs page lists your jobs in a searchable, sortable, paginated table. Tabs group the jobs:

- **All** – Every job.
- **Linked to candidate evaluations** – Jobs linked to an evaluation.
- **Synced from ATS** – Jobs that come from a connected applicant tracking system.
- **Uploaded** – Jobs created directly in Amazon Connect Talent.

View candidates for a job

Choose a job to open the job candidates page, which shows all candidates for that role and their evaluation results. For more information, see [Candidates](#).

Candidates

The job candidates page shows all candidates for a specific job and their evaluation results. To open it, navigate to **Jobs** and choose a job.

Note

ATS integrations are not available at launch. Support for ATS integrations is coming soon. For more information, see [ATS integrations](#) in the *Amazon Connect Talent Administrator Guide*.

Topics

- [How candidate records are created](#)
- [The job candidates page](#)
- [Candidates who opted out](#)
- [Review candidate results](#)
- [Candidate experience](#)

How candidate records are created

Amazon Connect Talent creates a candidate record in two ways:

- **From your ATS** – When a candidate application is created in your applicant tracking system for a job linked to an evaluation, Amazon Connect Talent automatically creates a candidate record.
- **From a manual send** – When you manually send an evaluation to a candidate by email, Amazon Connect Talent checks whether a candidate record already exists for that email address and role. If one exists, the evaluation is sent to the existing candidate. If one doesn't exist, Amazon Connect Talent creates a new candidate record. Manually created candidate records are not synced back to your ATS.

Candidates appear on the job candidates page as soon as their record is created — you don't need to wait for them to complete the evaluation. Scores populate after the candidate completes their evaluation.

The job candidates page

The job candidates page shows all candidates for a job.

Candidate metrics

At the top of the page, the **Metrics** section shows the following candidate metrics:

- **Evaluations sent** – Each evaluation sent counts once, including retakes.
- **Evaluations completed** – Evaluations where the candidate finished every part. Opting out of one part still counts as completed.
- **Evaluation completion rate** – Completed divided by sent, excluding full opt-outs.

The total candidate count appears at the top of the candidate list (for example, "Candidates (9)"). This is the number of candidate applications for a given job. If a candidate has multiple evaluations for the same job, they are only counted once. Candidates who opted out of their evaluation are included in this count.

Candidate list

Below the metrics, the **Candidates** section lists all candidates with a total count (for example, "Candidates (9)"). Each candidate in the list shows the following:

- **Candidate ID** – A unique identifier assigned by Amazon Connect Talent, shown as a clickable link. Choose the ID to open the candidate results page.
- **Evaluation status** – The current status of the candidate's evaluation. Possible statuses include:
 - **Scheduled** – The evaluation invitation has been sent to the candidate, but the candidate hasn't started yet.
 - **In progress** – The candidate has started the evaluation but hasn't completed it yet.
 - **Score pending** – The candidate has completed the evaluation and Amazon Connect Talent is scoring the results. Scoring can take up to two hours. Once scoring finishes, the status changes to **Completed** and scores become available.
 - **Completed** – The candidate has completed their evaluation and the score is available.
 - **Opted out** – The candidate chose not to complete the evaluation. For more information, see [Candidates who opted out](#).
- **Evaluation completed** – The date the candidate completed their evaluation.

- **Evaluation** – The name of the evaluation the candidate was sent.
- **Application status** – The candidate's current application status (**Active**, **Hired**, or **Rejected**). Amazon Connect Talent gets this status from your applicant tracking system.

Each candidate also shows scores for the parts of the evaluation that apply to them:

- **Problem solving score** – The candidate's Problem solving assessment score, if the evaluation includes a Problem solving assessment.
- **Work approach score** – The candidate's Work approach assessment score, if the evaluation includes a Work approach assessment.
- **Interview score** – The candidate's overall AI-led interview score, if the evaluation includes an AI-led interview.

Scores appear only for the components included in the candidate's evaluation. For example, if an evaluation includes an AI-led interview and a Work approach assessment but no Problem solving assessment, only the interview score and Work approach score appear.

Candidates with multiple evaluations

A candidate can have more than one evaluation for a job. This happens when:

- The candidate was sent separate evaluations for the same role — for example, a first-round evaluation and a second-round evaluation.
- The candidate's evaluation was resent — for example, because of a technical difficulty that required them to retake the evaluation.

When a candidate has multiple evaluations, each evaluation appears as a separate row in the candidate list with its own scores, evaluation status, and completion date. Evaluations are listed in order of completion date, with the most recently completed evaluation at the top.

Search and filter candidates

You can narrow the candidate list using the following controls:

- **Search** – Search by candidate ID.
- **Sort by** – Sort the list by interview score or other criteria.

- **Filters** – Filter candidates by evaluation status, evaluation name, interview score, assessment score, or application status.

The page shows the number of matching candidates (for example, "9 Matching") and supports pagination.

Change application status

To update a candidate's application status, select one or more candidates using the checkboxes and choose **Change status**.

Note

Changing a candidate's application status in Amazon Connect Talent does not update the status in your applicant tracking system and does not notify the candidate.

Candidates who opted out

A candidate can choose not to complete the evaluation. There are two ways a candidate can opt out:

- **Opt out of the entire evaluation** – The candidate declines the whole evaluation, including all assessments and the AI-led interview.
- **Opt out of the AI-led interview only** – The candidate declines the AI-led interview but completes their assessments.

When a candidate opts out, Amazon Connect Talent shows the status "Opted out" in place of a score. The candidate's application status stays Active, so the candidate remains in your pipeline and you can follow up.

To find candidates who opted out, filter the candidate list. Set **Evaluation status** to **Opted out** or set **Interview score** to **Opted out**.

For more information about the candidate's experience when opting out, see [How a candidate opts out](#). For more information about what you see on the candidate results page for an opted-out candidate, see [Review candidate results](#).

Review candidate results

After a candidate completes an evaluation, you can review the results on the candidate results page. There are two ways to open it:

- **From Amazon Connect Talent** – On the job candidates page, choose a candidate ID to open their results. For more information about the job candidates page, see [Candidates](#).
- **From your ATS** – When a candidate completes their evaluation, Amazon Connect Talent writes a completion event to your ATS that includes a link to the candidate's results. Choose this link to go directly to the candidate results page in Amazon Connect Talent.

Note

After a candidate completes an evaluation, their results can take up to two hours to appear in Amazon Connect Talent.

Note

ATS integrations are not available at launch. Support for ATS integrations is coming soon. For more information, see [ATS integrations](#) in the *Amazon Connect Talent Administrator Guide*.

The candidate results page

At the top of the page, you see the candidate's unique identifier assigned by Amazon Connect Talent, evaluation status, and application status. You can also choose **Copy email** to copy the candidate's email address, or choose **Change status** to update the candidate's application status. The back arrow returns you to the job candidates page for the job.

Note

The candidate identifier is unique to Amazon Connect Talent and does not match the identifier that your applicant tracking system uses for the same candidate. Changing a

candidate's application status in Amazon Connect Talent does not update the status in your applicant tracking system and does not notify the candidate.

Results are organized into three sections: Overview, Assessments, and AI-led interview.

The sections that appear depend on what the evaluation includes. For example, if an evaluation doesn't include assessments, the Assessments section doesn't appear on the candidate results page. You see results only for the components that are part of the candidate's evaluation.

Candidates with multiple evaluations

When a candidate has completed more than one evaluation for a job, the candidate results page shows results for each evaluation separately. Each evaluation appears under its evaluation title with its own evaluation status and results, listed in order of completion date with the most recently completed evaluation at the top.

The Overview, Assessments, and AI-led interview sections group results by evaluation — so you can compare how the candidate performed across evaluations. Each evaluation's scores and narrative explanations are independent.

Overview

The Overview section gives you a high-level picture of how the candidate performed across the entire evaluation. Assessment results and AI-led interview results appear side by side, so you can quickly see where a candidate is strong and where they need development, without drilling into the details.

Start here to get a quick read on the candidate before you review the Assessments or AI-led interview sections for the full detail.

Assessments

The Assessments section shows the full results for each assessment included in the evaluation. Each competency measured by the assessment has a score on the four-level assessment scale. These scores reflect how closely the candidate's responses match the behavioral patterns associated with success in that competency — they are not pass/fail judgments. For more information about the scale, see [How assessments work](#).

A High or Very High score means the candidate's responses aligned well with the behaviors expected for that competency. A Low or Moderate score means the candidate's responses were less aligned — it does not mean the candidate failed.

Use assessment results alongside interview results to build a fuller picture of the candidate. For more information about how assessments are selected and scored, see [How assessments work](#).

AI-led interview

The AI-led interview section shows the overall interview score and a card for each competency the interview measured.

Interview score

Amazon Connect Talent scores each competency on a 1–5 scale. The overall interview score is the equal average of all competency scores, so every competency counts the same.

Each competency card includes a score (1–5) and a detailed narrative. The narrative describes what the candidate said, which strengths were observed, and where evidence was limited or absent, so you can understand *why* a candidate received a particular score, not just what the score is.

Expand a competency card to read the full narrative.

Not scored compared with a low score

Amazon Connect Talent treats a low score and a lack of evidence as two different things. Understanding this distinction helps you read interview results correctly.

- **A low score** – The candidate answered but did not demonstrate the behavior the rubric defines for that competency. The candidate had the opportunity to show the behavior and did not.
- **Not scored** – The competency was not covered. For example, the interview ended early, was interrupted, or the candidate withdrew. Amazon Connect Talent reports "Not scored" for that competency, and for the overall score, instead of producing a partial or misleading number.

The difference matters: a low score tells you something about the candidate's demonstrated abilities. "Not scored" tells you nothing — the candidate didn't have the chance to demonstrate the competency.

When a competency shows "Not scored," the card displays a message explaining why and, where available, links to the related question in the interview playback. While scoring is still in progress

after an interview, the score appears blank until scoring finishes — this does not mean "Not scored."

Interview playback

The interview playback lets you go beyond the scores and read exactly what the candidate said. This is where you verify whether a score reflects your own reading of the evidence, understand the context behind a content flag, or prepare for a conversation with the candidate or hiring manager.

To open the playback, choose the interview playback link from the AI-led interview section on the candidate results page.

The playback page starts with an **At a glance** summary — the overall interview score and a per-competency narrative that explains what evidence was observed and what was not. Below that, the **Transcript** shows the full conversation, with interview questions on the left (each tagged with the competency it measures) and the candidate's responses on the right, synchronized with timestamps.

Every score Amazon Connect Talent assigns can be traced back to a specific moment in the transcript. If a competency score seems too high or too low, the playback gives you the evidence to understand why.

Provide feedback

At the top of the playback page, choose **Review evaluation** to provide detailed feedback on the evaluation, or use the thumbs up and thumbs down buttons to indicate whether the evaluation was helpful. Your feedback helps improve the quality of future evaluations.

Review flagged content

Amazon Connect Talent monitors candidate responses during the AI-led interview and surfaces flags when something may need your attention. Flags appear on the candidate list, the candidate results page, and the interview playback page. Select a flag to see a summary of why the candidate was flagged.

Flags don't affect the candidate's competency scores.

There are two types of flags:

Content flags

Content flags identify responses that contain language or content that may require your review. A content flag appears with one of the following labels:

Flag	What it means
Discriminatory language	The candidate's response contains language that may be discriminatory.
Demeaning language	The candidate's response contains language that may be demeaning toward others.
Inappropriate content	The candidate's response contains content that may be sexually inappropriate.
Violent language	The candidate's response contains language that references or promotes violence.
Criminal references	The candidate's response contains references to criminal activity.

Fraud detection flags

Fraud detection flags identify responses that may not be genuinely human-spoken. Amazon Connect Talent analyzes the candidate's responses for indicators of authentic speech — such as natural hesitations, self-corrections, and organically recalled details — and flags interviews where the responses may be AI-generated, scripted, or otherwise non-genuine.

What to do when a candidate is flagged

All flags are informational. Amazon Connect Talent surfaces them for your awareness but does not take action on them. When you see a flag:

1. Review the flagged response in the interview playback to understand the context. Choose the linked question to go directly to the relevant moment in the transcript.
2. Select the flag to read the summary of why the candidate was flagged.
3. Use your judgment and your organization's policies to determine the appropriate next step.
4. Consult your HR or legal team if the flagged content raises concerns that go beyond the hiring decision.

Important

Flags help you identify responses that may need additional review. Amazon Connect Talent does not recommend any specific action based on a flag — the decision on how to proceed is yours.

Candidates who opted out

What you see on the candidate results page depends on how the candidate opted out:

- **Opted out of the AI-led interview only** – The AI-led interview section shows "Opted out," and the interview competencies show N/A. Any assessments the candidate already completed keep their scores.
- **Opted out of the entire evaluation** – The score sections are hidden, and a banner shows that the candidate opted out of the evaluation.

Follow up with the candidate using your own process.

How results sync with your ATS

When a candidate completes their evaluation, Amazon Connect Talent writes a completion event back to your applicant tracking system (ATS). This keeps your ATS up to date without manual steps.

Note

ATS result syncing is available for jobs synced from your ATS. Jobs created directly in Amazon Connect Talent do not sync results to an ATS. For more information about ATS integration, see [ATS integrations](#).

What your ATS shows

After a candidate completes their evaluation, their application in your ATS shows:

- The evaluation status as completed.
- A link to review the candidate's results in Amazon Connect Talent.

Recruiters can choose this link to go directly to the candidate's results page in Amazon Connect Talent.

Returning to your ATS

The candidate results page in Amazon Connect Talent includes a link back to the candidate's record in your ATS. This lets you review results in Amazon Connect Talent and then return to your ATS to continue your hiring process, without needing to search for the candidate again.

Candidate experience

Candidates experience a mobile-first, employer-customized evaluation process. They can complete their evaluation—all from their mobile device through a seamless web experience. AI agents are available around the clock, so candidates can complete interviews whenever it's convenient for them, not just during business hours.

Topics

- [Receive the invitation email](#)
- [The candidate journey](#)
- [Audio and device setup](#)
- [Languages and accessibility](#)
- [How a candidate opts out](#)
- [Assist candidates with technical difficulties](#)
- [Supported browsers](#)

Receive the invitation email

A candidate receives an email invitation to complete their evaluation. The email includes a button and a link to start the evaluation.

The invitation comes from a sender address that includes your instance name, in the following form:

noreply@*instance-name*.email.connect.aws

When the candidate chooses the button or opens the link, Amazon Connect Talent launches the browser-based evaluation experience described in this chapter.

The candidate journey

A candidate receives an email invitation to complete an evaluation for a specific role. Opening the link launches the branded experience. Amazon Connect Talent guides the candidate through the following steps:

1. **Review the role and job details** – The candidate sees the position details (the job description added by the recruiter) and a role overview (a brief AI-generated summary of the role). The candidate can choose **Start evaluation** to proceed or **Opt out** to decline the entire evaluation.
2. **Review and accept disclosures** – The candidate reviews any disclosures configured by your organization and chooses **Accept and continue** to proceed. For more information about adding disclosures, see [Configure disclosures](#) in the *Amazon Connect Talent Administrator Guide*.
3. **Review the evaluation overview** – The candidate sees a list of all steps in the evaluation, including each assessment and the AI-led interview (if applicable). A progress indicator tracks completion as the candidate moves through the steps.
4. **Complete assessments (if included)** – For each assessment, the candidate reviews an instructions page that explains what the assessment measures and how it works, then completes the assessment. Assessments have no time limit, and the candidate's progress is shown at the top.
5. **Complete the AI-led interview (if included)** – The candidate reviews what the interview is and how it works, and chooses **Start AI-led interview** to proceed or **Opt out** to decline the interview only. Before the interview begins, the candidate sets up and tests their audio and microphone. The AI interviewer then conducts the interview, asking questions and follow-ups.
6. **Finish at a confirmation screen** – The candidate sees a confirmation screen that explains what happens next.

When an evaluation has more than one step, Amazon Connect Talent lists all the steps in order and shows the candidate's progress.

Audio and device setup

Before an AI-led interview, the candidate sets up audio. The candidate can choose a microphone and speaker, run a speaker test that plays a spoken phrase in their language, and complete a microphone check that confirms Amazon Connect Talent can hear them. On a single-device setup, such as a phone, Amazon Connect Talent hides the advanced device options. Microphone access is required to complete an AI-led interview.

Languages and accessibility

Languages

The language you set when creating the evaluation determines the language of the entire candidate experience. Assessments are localized in the selected language, and the AI-led interview is conducted in that language. For the languages that Amazon Connect Talent supports, see [Set the evaluation language](#).

Accessibility

Amazon Connect Talent supports screen readers and keyboard navigation across the candidate experience. The AI-led interview, however, is not optimized for screen readers. Candidates who use a screen reader or other assistive technology incompatible with the AI-led interview can opt out and complete the remaining parts of the evaluation. Opting out keeps the candidate's application Active and preserves their place in your pipeline. For more information, see [How a candidate opts out](#).

How a candidate opts out

A candidate can choose not to complete the evaluation and instead pursue another path with your recruiting team. Opting out does not penalize the candidate's application. It is also the way a candidate proceeds when the AI-led interview is not usable with their assistive technology.

Amazon Connect Talent offers two ways to opt out. Both come before the AI step begins:

- **Opt out of the entire evaluation** – At the start of the evaluation, on the role landing page, the candidate can decline the whole evaluation, including all assessments and the AI-led interview.
- **Opt out of the interview only** – At the start of the AI-led interview, before the audio check, the candidate can decline the interview only. Any assessments the candidate already completed are kept.

There is no per-assessment opt-out. A candidate opts out of either the whole evaluation or the interview only.

To prevent an accidental exit, opting out takes two steps: a first action opens a confirmation message, and a second action confirms the choice. After the candidate confirms, Amazon Connect Talent shows a completion screen and directs the candidate to contact the recruiting team for next steps.

Opting out does not affect the candidate's score. Opting out is final in the product: a candidate cannot reverse it, and returning later shows a completion screen. To learn how opted-out candidates appear to recruiters, see [Candidates who opted out](#).

Assist candidates with technical difficulties

If a candidate experiences a technical difficulty during their evaluation, Amazon Connect Talent instructs them to contact their recruiter for help. To help the candidate, resend the evaluation. Go to the applicable evaluation, choose **Send to candidates**, and enter the candidate's email address.

If the candidate already completed their assessments and then experiences a technical difficulty during the AI-led interview, their assessment progress and scores are saved. The candidate must restart the AI-led interview.

Supported browsers

The candidate evaluation experience requires a supported browser. The following browsers and versions are not supported:

- **Firefox** versions earlier than 141, including Firefox ESR 140.
- **iPhone and iPad** running iOS earlier than 26.2. This applies to all browsers on iOS, including Chrome and Safari.

If a candidate reports that their evaluation link will not load, ask them to update their browser or device to a supported version. For more information about assisting candidates with technical issues, see [Assist candidates with technical difficulties](#).

Amazon Connect Talent Teammate

Amazon Connect Talent Teammate is an AI-powered teammate built into Amazon Connect Talent that answers your questions about your work in Amazon Connect Talent. The Teammate is aware of the page you are on – the job, candidate, or evaluation you are viewing – so its answers stay relevant to your task. It also surfaces information from across the application.

The Teammate is informational only. It helps you find and understand information, but it does not take actions on your behalf. You open the Teammate from anywhere in the application, and you can dock it to either side of your screen.

Document history for the Amazon Connect Talent User Guide

The following table describes the documentation releases for Amazon Connect Talent.

Change	Description	Date
Initial release	Initial release of the Amazon Connect Talent User Guide	September 1, 2026