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Hi! Let's talk about your career?

When job boards start talking back

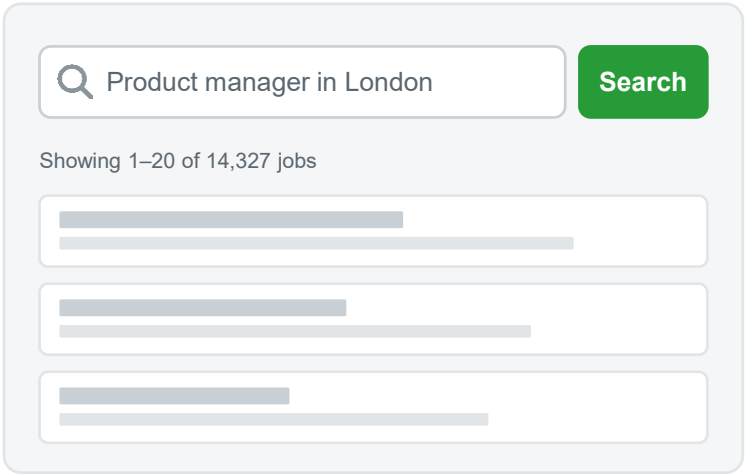
Ievers Shier
Chief Product Officer, Adzuna

Job Boards Connect 2026 · Jobseeker engagement

From a search box to a conversation

For 25 years, job sites have asked job seekers to do the searching. For the last year, Adzuna has been testing what happens when the job site starts the conversation instead.

Now - search



You type the keywords. We list the jobs. You do the work.

Next - conversation

How can I help you today?

I really need help to find a new job!

Ok - let's fix that. Tell me what you're doing now and what you'd like to change.

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Why a voice and chat agent, and why now?



Natural way of communicating

Ask someone about their job and you get a story, not a keyword. A conversation catches the context that the search box throws away.



The tech got good enough

Natural, low-lag voice has gone from science fiction to off-the-shelf. Using voice is now a product decision, not a research lab one.



Expectations are set elsewhere

Job seekers already talk to their bank, their budgeting app and their phone. They will expect the same from their job sites.

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Others are already in the conversation

In our industry

Jack & Jill

A voice career coach for job seekers, paired with an agent for employers. 12,000+ hours of conversations with job seekers so far.

Dex

A voice and text talent agent for engineers. 15,000+ engineers have signed up to talk about their next move.

Beyond it

Cleo

A money assistant with real personality, and a “roast mode” that calls out your spending. Proof that tone can be a feature.

Revolut

An AI assistant rolled out to UK customers in 2026 that helps with everyday money tasks, right inside the app.

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Meet the Adzuna chatbot

A new way to engage job seekers, built to create a “wow” moment

An R&D project

We're exploring, not scaling. Learning is the main output for now.

Live with real users

Small tests with real job seekers in the US and UK.

Not finished (on purpose)

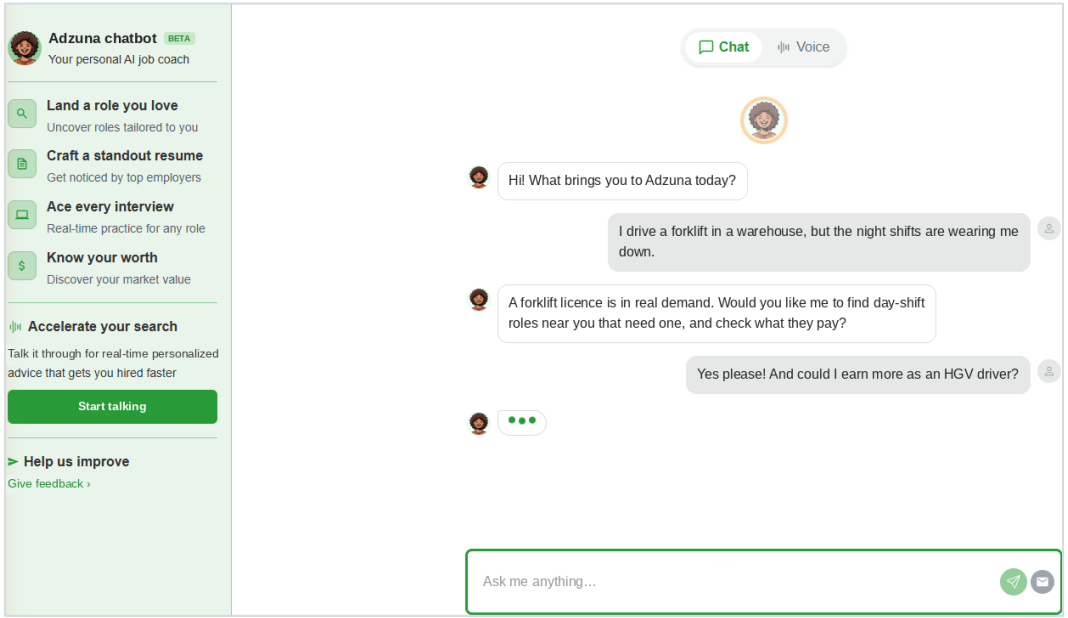
Rough edges included. That's how we learn fast.

Live interview practice? Let’s do it!



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One conversation, lots of ways to help



What it could do

Find highly matched jobs
Roles that fit you, not just your keywords

Apply for jobs
Without filling in the same form again

Set up smart job alerts
Built from the conversation, not a form

Practise interviews, live
Mock questions and feedback, out loud

Coach salary negotiations
Know your number and how to ask for it

Research companies
What it's like, who's hiring, what they pay

Guide you to the right Adzuna tool
ApplyIQ, Prepper, ValueMyCV and more

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What we explored

1

A helper on the job ad

A chat box next to a job, answering questions about the role and the company.

2

A voice-first welcome

An agent that gets to know you when you arrive and sets you up with the right tools.

3

Build, buy or both?

Off-the-shelf voice was fast but a black box. Building ourselves was slower but gave us control. A hybrid is ideal.

4

Talk or type

Voice for the wow factor, text when in public. Most people want the option of both.

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Feedback: the good… and the robotic

“She was amazingly helpful, thank you.”

Survey score: 10/10

“It gave me some useful job-hunting tips and information.”

Survey score: 8/10

“Too robotic.”

Survey score: 3/10

From watching people use it

- A real “wow” moment. People were impressed by the conversation itself.
- …but some weren't sure what it was for, or what they'd got out of it.
- It made people feel we were on their side.
- Common questions: “Can you show me some jobs?” “What role should I do next?, “What should my salary be?” and “Can you help with my interview?”

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5 things that surprised us

1	**Wow isn't the same as value**	A great conversation that ends without an outcome is a nice chat, not a product.
2	**Trust went up**	Being asked about yourself made people feel the site understood them.
3	**Chat is more popular than voice**	Jobseekers use both but for our users there is a preference for chat over voice
4	**Voice is unforgiving**	A 2-second pause feels like forever!
5	**Good conversations are hard**	Talking to users, testing prompts and tuning voices takes time and patience.

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The search box isn't dead. It's just no longer the whole story.

What if your job board remembered every job seeker?

What if it asked the questions, not just answered them?

What if every tool you've built had one front door?

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Thank you

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About Adzuna

The smarter job platform helping people find better, more fulfilling jobs. Since 2011, we've used technology to match job seekers with better roles and help employers reach the right talent.

19
countries

10M+
monthly job seekers

15M+
monthly job listings

Questions? I'm told there's a panel for that.

Let's work together

We partner with job boards, publishers and employers of all sizes.

If you'd like to explore working with Adzuna, we'd love to hear from you.

Find me after the session
or visit **adzuna.co.uk**

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