

Hello! Welcome to Paradox.

**We are so excited to work with Regis.
Please hang tight while we provide
everyone an opportunity to hop on.**

We will get started soon! :)



Regis Company Admin Training

This training will teach you to configure your Paradox account



Goal

The goal of the Company Admin Training is to provide company admins the knowledge and confidence to configure their account as needed without having to rely on Paradox to make updates.



Agenda

1

What's configured already on your Paradox account

2

How to customize your candidates experience

3

How to manage your account

What does a Company Admin mean?

User Roles

Company Admin	ALWAYS Franchise Owner - Most Access - Has access to edit jobs & forms, run reports across brands, impersonate users, access phone numbers and web links
Franchise Staff	Next line(s) of leadership - Has access to edit jobs & forms
Hiring Manager	Salon Managers who take the initial interviews - Limited access.
Full User	Additional staff that would like access to view candidates or act as an alternate interviewer - Limited access.

Who should attend a Company Admin training?

Company Admin	ALWAYS Franchise Owner - Most Access
Franchise Staff	Next line(s) of leadership - Next Access
Hiring Manager	Salon Managers who take the initial interviews - Limited access.
Full User	Additional staff that would like access to view candidates or act as an alternate interviewer - Limited access.

Who should attend the Salon Manager Training?

Company Admin	ALWAYS Franchise Owner - Most Access - Has access to edit jobs & forms, run reports across brands, impersonate users, access phone numbers and web links
Franchise Staff	Next line(s) of leadership - Has access to edit jobs & forms
Hiring Manager	Salon Managers who take the initial interviews - Limited access.
Full User	Additional staff that would like access to view candidates or act as an alternate interviewer - Limited access.

1

What's already configured on your Paradox account

What's already configured on my Paradox account?

Paradox and Regis worked closely to configure a framework for your account

Candidate
Journey
(workflow)

Users &
Locations

4 Jobs with
screening
questions &
interview
details

Application,
Offer,
Onboarding

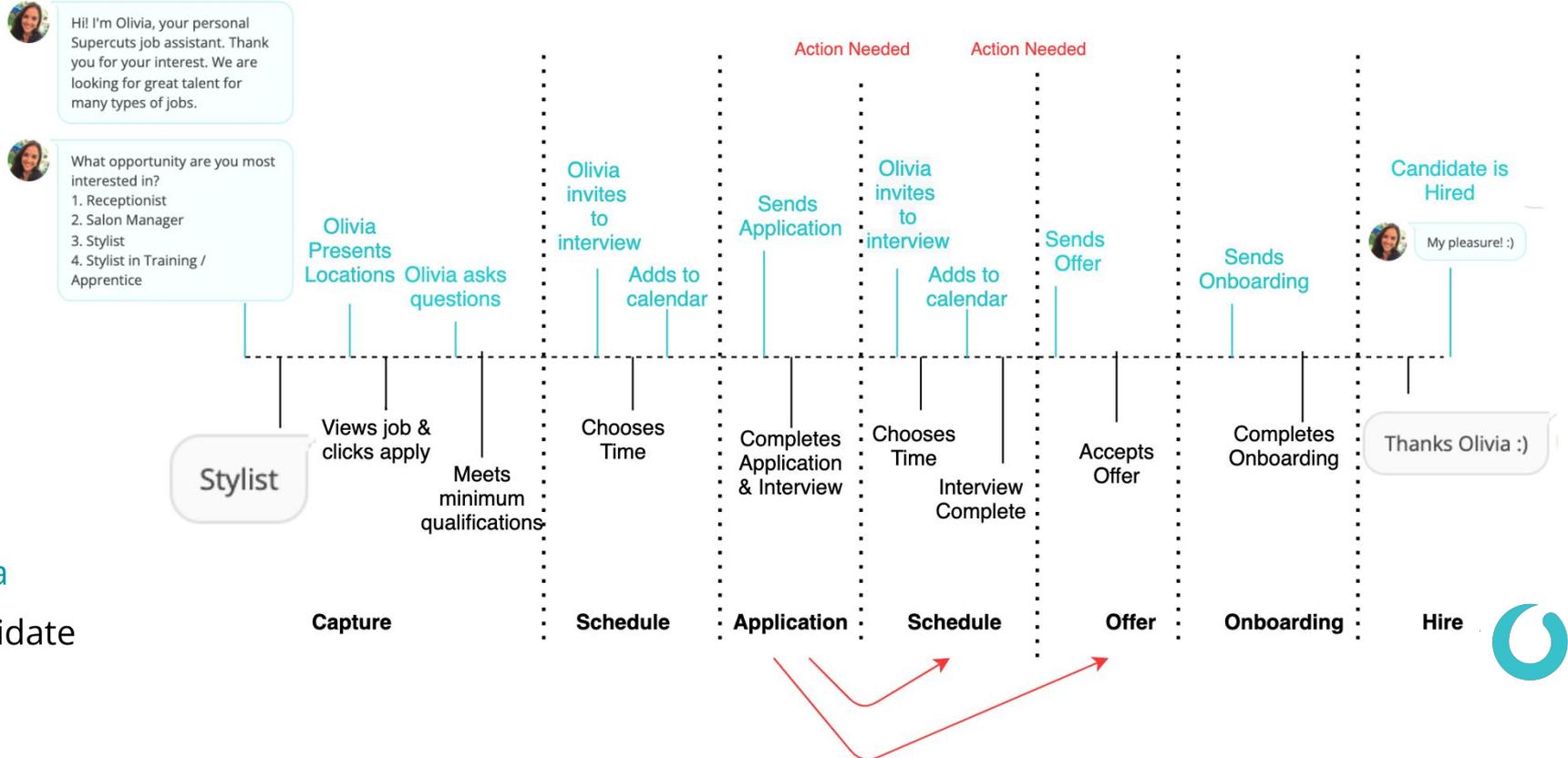
Text-to-apply
keyword,
referral #. job
posting
links, company
site link



Candidate Journey

Candidate Journey

The stages a candidate goes through from capture to hire.



Users & Locations

Users & Locations

Users and user roles were added based on the onboarding user form the franchise owner sent to regis@paradox.ai

Location addresses and salon ID's were added based on the data set Regis provided Paradox



Jobs

Jobs

The following jobs & screening questions are loaded by default.

Stylist

Age

1  Are you at least 18 years old?

Legal Authorization

2  Got it. Are you legally authorized to work in the United States without visa sponsorship?

Cosmetology License

3  Okay. Are you currently a licensed cosmetologist within the state you'd like to work in?

Stylist in Training

Age

1  Great! Are you at least 18 years old?

Legally Authorization

2  Okay. Are you legally authorized to work in the United States without visa sponsorship?

Cosmetology License

3  Thanks! Are you currently a licensed cosmetologist within the state you'd like to work in?

Salon Manager

Age

1  Great! Are you at least 18 years old?

Legally Authorized

2  Okay. Are you legally authorized to work in the United States without visa sponsorship?

Cosmetology License

3  Thanks! Are you currently a licensed cosmetologist within the state you'd like to work in?

Previous Management Experience

4  Do you have previous full-time salon management experience?

Receptionist

Age

1  Great! Are you at least 18 years old?

Legal Authorization

2  Okay. Are you legally authorized to work in the United States without visa sponsorship?

Career Potential

3  Are you currently pursuing a career in the beauty industry?

Availability

4  Are you able to work a flexible schedule including nights and weekends?

Jobs

The candidate must respond **yes** to these questions to get invited to a
30 min phone interview with the Hiring Manager

Stylist

1  **Age**
Are you at least 18 years old?

2  **Legal Authorization**
Got it. Are you legally authorized to work in the United States without visa sponsorship?

3  **Cosmetology License**
Okay. Are you currently a licensed cosmetologist within the state you'd like to work in?

Stylist in Training

1  **Age**
Great! Are you at least 18 years old?

2  **Legally Authorization**
Okay. Are you legally authorized to work in the United States without visa sponsorship?

3  **Cosmetology License**
Thanks! Are you currently a licensed cosmetologist within the state you'd like to work in?

Salon Manager

1  **Age**
Great! Are you at least 18 years old?

2  **Legally Authorized**
Okay. Are you legally authorized to work in the United States without visa sponsorship?

3  **Cosmetology License**
Thanks! Are you currently a licensed cosmetologist within the state you'd like to work in?

4  **Previous Management Experience**
Do you have previous full-time salon management experience?

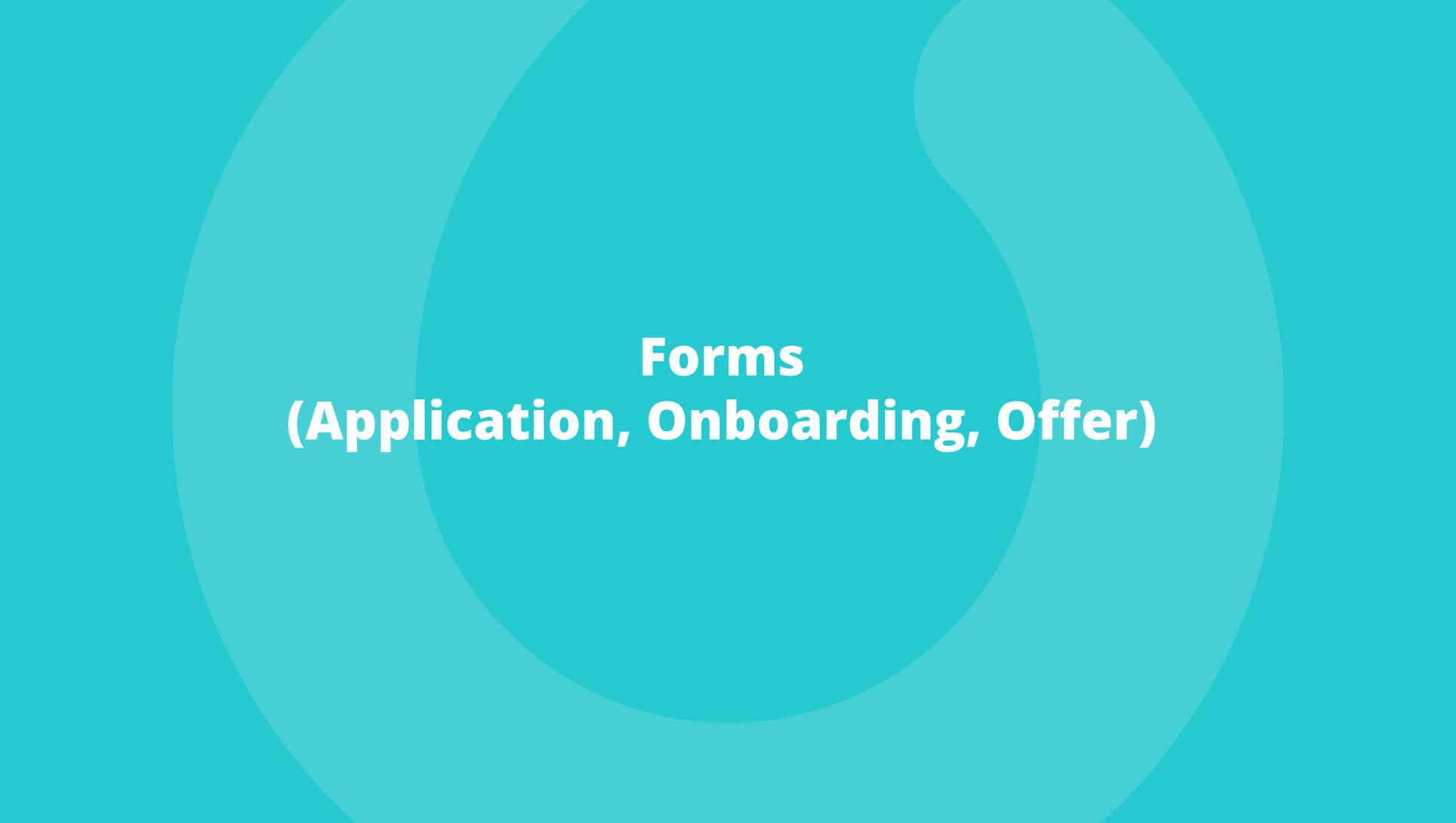
Receptionist

1  **Age**
Great! Are you at least 18 years old?

2  **Legal Authorization**
Okay. Are you legally authorized to work in the United States without visa sponsorship?

3  **Career Potential**
Are you currently pursuing a career in the beauty industry?

4  **Availability**
Are you able to work a flexible schedule including nights and weekends?

The background is a solid teal color with several overlapping, semi-transparent circles of varying shades of teal, creating a layered, organic effect.

Forms

(Application, Onboarding, Offer)

Forms

The following forms are loaded by default.

Application

PARADOX OLIVIA English (default)

1 Personal Information

Your full name * First name MI Last name

Phone number * Your answer

Email address * Your answer

Street address (Line 1) *

Street address (Line 2)

City *

State *

ZIP code *

Please list any certifications or licensing you currently have.

2 Work Experience

Employment History 1

Your job title Your answer

Company name Your answer

Location Your answer

Date started Month Day Year

Date ended Month Day Year

I currently work here

Add another workplace

Review

Offer



Dear **#candidate-firstname**,

On behalf of **#company-name**, I am excited to extend an offer for a **#job-name** position at **#job-location**. We are confident you will be a valuable asset to the team!

Your start date will be .

The starting pay will be .

Sincerely,

The **#company-name** recruiting team

Onboarding

1 Cosmetology License

If licensed, please enter your cosmetology license number and enter the date it expires.



Text-to-apply keyword & Job Posting Links

Text-to-apply keyword

Menu → ⚙️ → Phone Numbers

The screenshot shows the Paradox Olivia interface. At the top left is the logo 'PARADOX OLIVIA'. At the top right, it says 'SUPER CUTS' and 'Regis: Supercuts' with a dropdown arrow and a 'CC' icon. Below the header, there is a 'Menu' button and the page title 'Settings - Phone Numbers'. On the left side, there are two menu items: 'A.I. Phone Numbers' and 'Recruiter Phone Numbers', both with right-pointing chevrons. The main content area shows a table with two columns: 'Shortcode Keyword' and 'Conversation'. The first row in the table has a blue circular icon followed by the text 'supercuts580 to 44000' in the 'Shortcode Keyword' column, and 'Job Search, Candidate Care, Job Search' in the 'Conversation' column. A right-pointing chevron is at the end of the row. Two red arrows point to the text 'supercuts580' and 'to 44000' respectively.

Shortcode Keyword	Conversation
 supercuts580 to 44000	Job Search, Candidate Care, Job Search

Keyword

Shortcode



Referral Number

Menu → ⚙️ → Phone Numbers

PARADOX OLIVIA

REGIS CORPORATION | Regis Hire ▾ | BP ▾

Menu Settings - Phone Numbers + 🔔 🔍

A.I. Phone Numbers >

Your referral phone numbers are available for employees to refer candidates and for Olivia to reach out to referred candidates.

Name	Employee Number	Candidate Number	>
ERP	(805) 301-6851	(805) 254-7245	>

Recruiter Phone Numbers >

Shortcode Keywords >
regis to 25000

Referral Phone Numbers >

Employees can text this number to refer someone

Olivia will respond to employee asking who they'd like to refer and their contact information

Olivia reaches out to the referred candidate helping them apply



Links

Company Site URL

Menu → ⚙️ → 'Web Management'

Name	Type	Last edited	
Supercuts Franchise: MJJM Site	Company Site	Nov 13, 2020	⋮
Supercuts Franchise: MJJM Job Posting	Job Posting		✏️ Edit
Brooke Parker's Recruiting Site	Personal Recruiting Site		🔗 Copy Site Link
Claire Giancola-Belmares's Recruiting Site	Personal Recruiting Site	Nov 9, 2020	🔗 Copy Shortened URL



Job Posting Links

Menu → My Jobs →

My Jobs

14249 Potranco Rd San Anto... ▾

- Receptionist ⋮
 - Full-Time ✓
 - Part-Time ✓
- Salon Manager ⋮
 - Full Time ✓
 - Part Time ✓
- Stylist ⋮
 - Copy Job Link



2

How to customize your candidates experience

What can I customize on my account?

Your account is ready-as-is.
Customizing your account is optional.

Candidate
Journey
(workflow)

Users &
Locations

4 Jobs with
screening
questions &
interview
details

Application,
Offer,
Onboarding

Text-to-apply
keyword,
referral #. job
posting
links, company
site link



Customizing Jobs

Updating Jobs

Each job has 4 sections to edit:
Overview, Hiring Team, Candidate Journey, Screening

PARADOX OLIVIA

REGIS CORPORATION Regis Hire CT

Menu Settings - Jobs - Stylist

Back to Jobs

Published

- Overview
- Hiring Team
- Candidate Journey
- Screening

Stylist

English Spanish

Job Description

Open Sans

STYLIST

WHAT WE OFFER

Are you looking for a place where you can change people's lives? You've come to the right place. A haircut is not just a haircut with us, it's an experience, whether you're giving a client a haircut, color and highlights, waxing or one of our specialty

Job Code

Optional

Locations

Add the locations where candidates can work.

Edit Locations

Available Locations

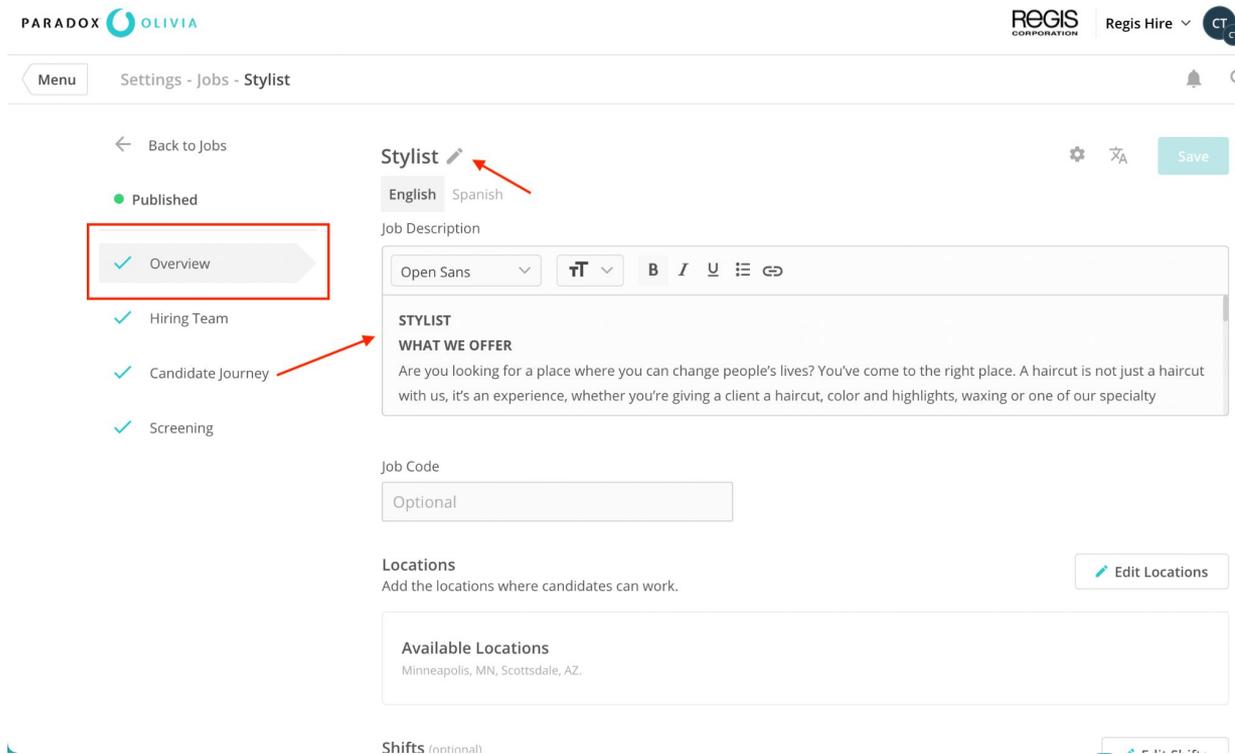
Minneapolis, MN, Scottsdale, AZ.



1) Updating Job Post

Update your jobs title & description, available shifts, locations, and hiring team

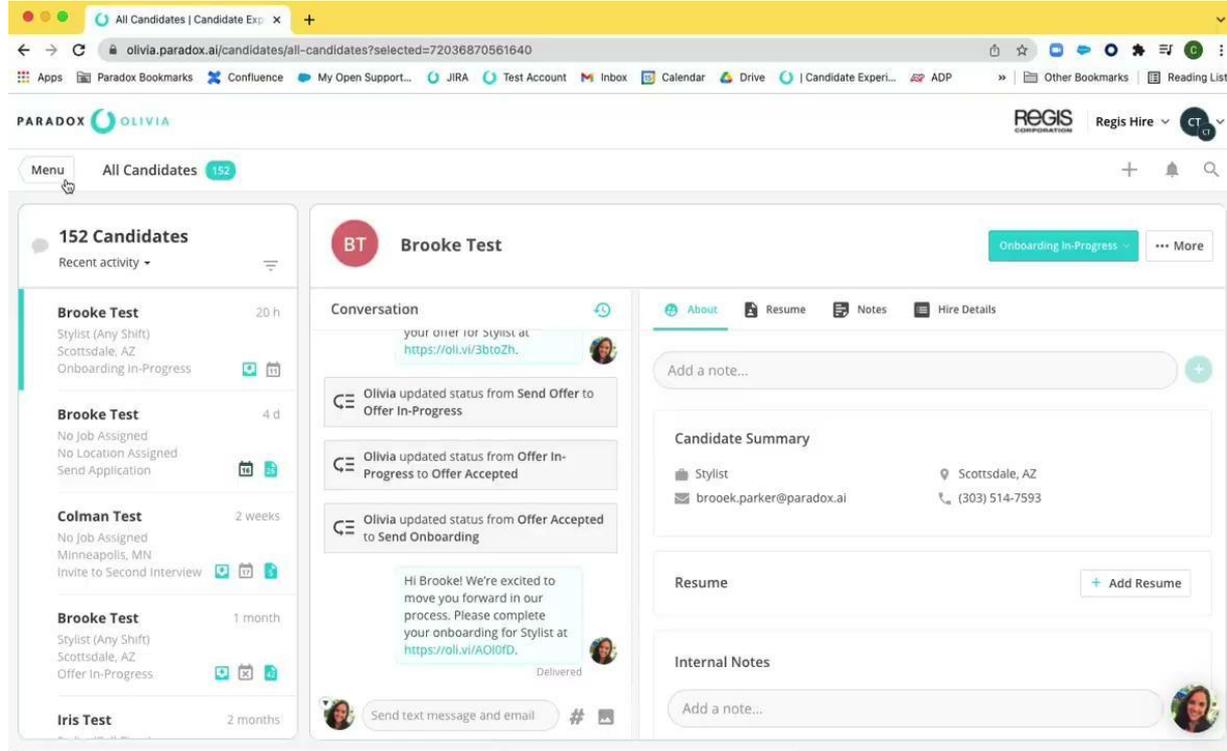
1. Menu
2. Settings 
3. Jobs
4. Click Job family to edit
5. Click on the job
6. Edit the following:
 - Job Title
 - Job Description
 - Available Locations
7. Save and publish changes



The screenshot shows the Paradox Olivia interface for editing a job post. The breadcrumb trail is "Menu > Settings - Jobs - Stylist". The job is currently "Published". A sidebar on the left lists navigation options: "Overview" (highlighted with a red box), "Hiring Team", "Candidate Journey", and "Screening". The main content area shows the job title "Stylist" with an edit icon, language options "English" and "Spanish", and a rich text editor for the job description. The description text reads: "STYLIST WHAT WE OFFER Are you looking for a place where you can change people's lives? You've come to the right place. A haircut is not just a haircut with us, it's an experience, whether you're giving a client a haircut, color and highlights, waxing or one of our specialty". Below the description is a "Job Code" field with the value "Optional". The "Locations" section is titled "Available Locations" and lists "Minneapolis, MN, Scottsdale, AZ". A "Shifts (optional)" section is partially visible at the bottom.

Updating Job Post

1. Menu
2. Settings 
3. Jobs
4. Click Job family to edit
5. Click on the job
6. Edit the following:
 - Job Title
 - Job Description
 - Available Locations
7. Save and publish changes



The screenshot displays the Paradox Olivia web interface. At the top, there's a navigation bar with the Paradox Olivia logo and a 'Regis Hire' button. Below the navigation bar, there's a 'Menu' button and a 'All Candidates' button with a '152' badge. The main content area is divided into three columns. The left column shows a list of candidates under the heading '152 Candidates'. The middle column shows a conversation with a candidate named 'Brooke Test', including a message from the system and a message from the candidate. The right column shows a 'Candidate Summary' for Brooke Test, including her job title, location, and contact information. There are also buttons for 'Resume' and 'Internal Notes'.

152 Candidates
Recent activity ▾

- Brooke Test** 20 h
Stylist (Any Shift)
Scottsdale, AZ
Onboarding In-Progress
- Brooke Test** 4 d
No Job Assigned
No Location Assigned
Send Application
- Colman Test** 2 weeks
No Job Assigned
Minneapolis, MN
Invite to Second Interview
- Brooke Test** 1 month
Stylist (Any Shift)
Scottsdale, AZ
Offer In-Progress
- Iris Test** 2 months

BT Brooke Test Onboarding In-Progress

Conversation

your offer for stylist at <https://oli.vi/3btoZh>.

Olivia updated status from Send Offer to Offer In-Progress

Olivia updated status from Offer In-Progress to Offer Accepted

Olivia updated status from Offer Accepted to Send Onboarding

Hi Brooke! We're excited to move you forward in our process. Please complete your onboarding for Stylist at <https://oli.vi/A0I0fD>.

Send text message and email

About Resume Notes Hire Details

Add a note...

Candidate Summary

Stylist
brooek.parker@paradox.ai
Scottsdale, AZ
(303) 514-7593

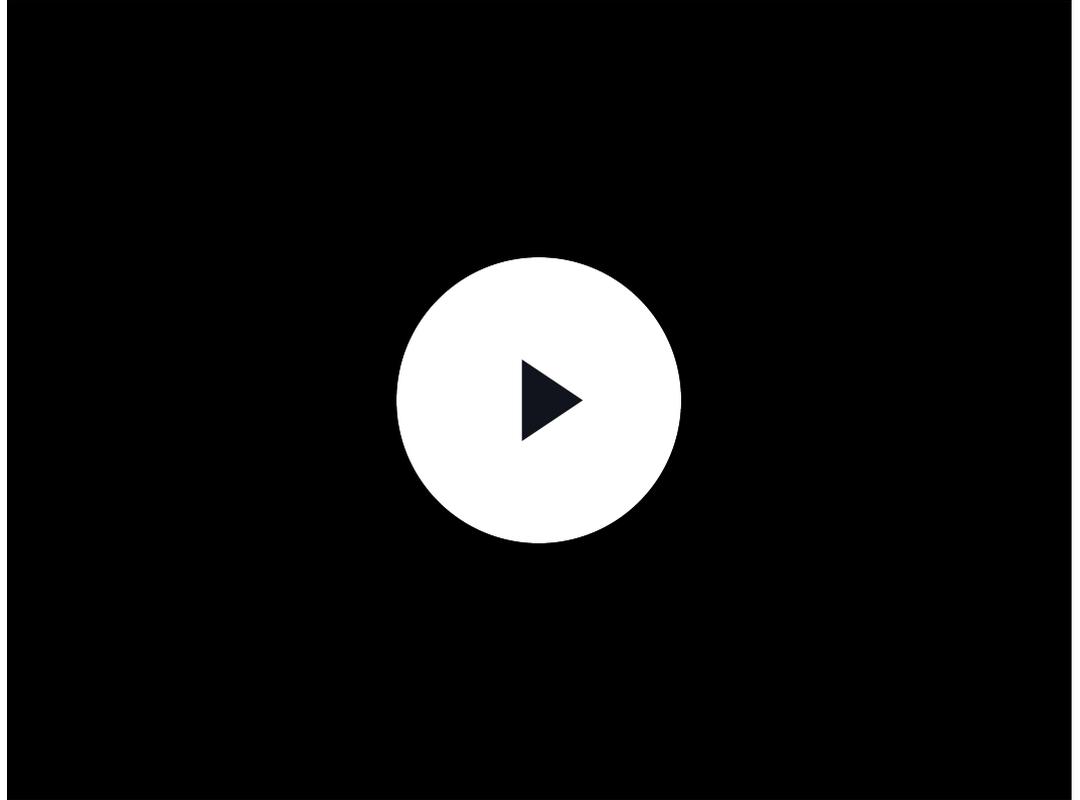
Resume Add Resume

Internal Notes

Add a note...

Updating Hiring Team

1. Menu
2. Settings ⚙️
3. Jobs
4. Click Job family to edit
5. Click on the job
6. Edit Hiring Team
7. Save and publish changes



2) Updating Job Candidate Journey

Candidate Journey: Update the interview type and duration Olivia can schedule and update the application, offer, and onboarding that is sent.

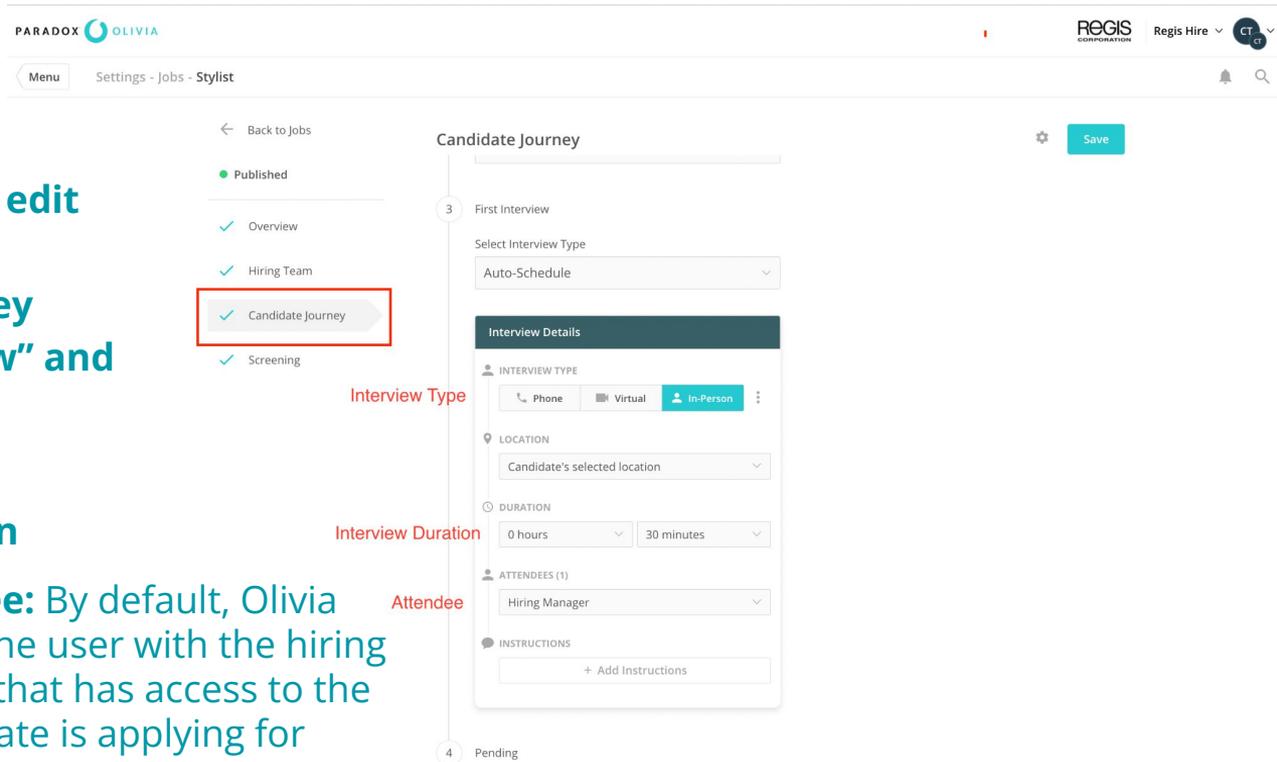
1. Menu
2. Settings 
3. Jobs
4. Select the Job family to edit
5. Select the job
6. Select Candidate Journey
7. Scroll to “First Interview” and

Select the:

Interview type

Interview Duration

Interview Attendee: By default, Olivia will schedule with the user with the hiring manager user role that has access to the location the candidate is applying for

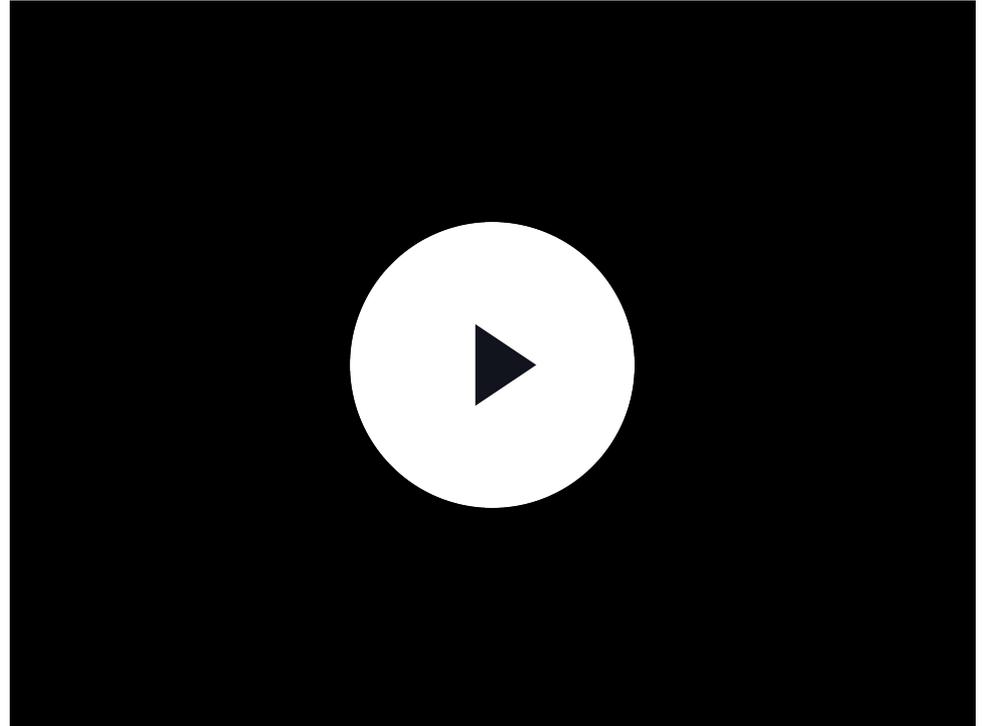


The screenshot shows the Paradox Olivia interface. The top navigation bar includes the Paradox Olivia logo, a 'Menu' button, and the user's name 'Regis Hire' with a dropdown arrow. The main content area is titled 'Settings - Jobs - Stylist'. A sidebar on the left contains a list of settings: 'Published', 'Overview', 'Hiring Team', 'Candidate Journey' (highlighted with a red box), and 'Screening'. The main content area displays the 'Candidate Journey' settings for a 'First Interview'. The 'Select Interview Type' dropdown is set to 'Auto-Schedule'. The 'Interview Details' section includes: 'INTERVIEW TYPE' with options for 'Phone', 'Virtual', and 'In-Person' (selected); 'LOCATION' set to 'Candidate's selected location'; 'DURATION' set to '0 hours' and '30 minutes'; 'ATTENDEES (1)' set to 'Hiring Manager'; and 'INSTRUCTIONS' with a '+ Add Instructions' button. A 'Save' button is located in the top right corner of the settings panel. A vertical timeline on the right side of the settings panel shows the current step '3 First Interview' and the next step '4 Pending'.

Updating Job Candidate Journey

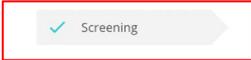
8. Select the application, offer letter, and onboarding that should be sent to candidates who apply for this job

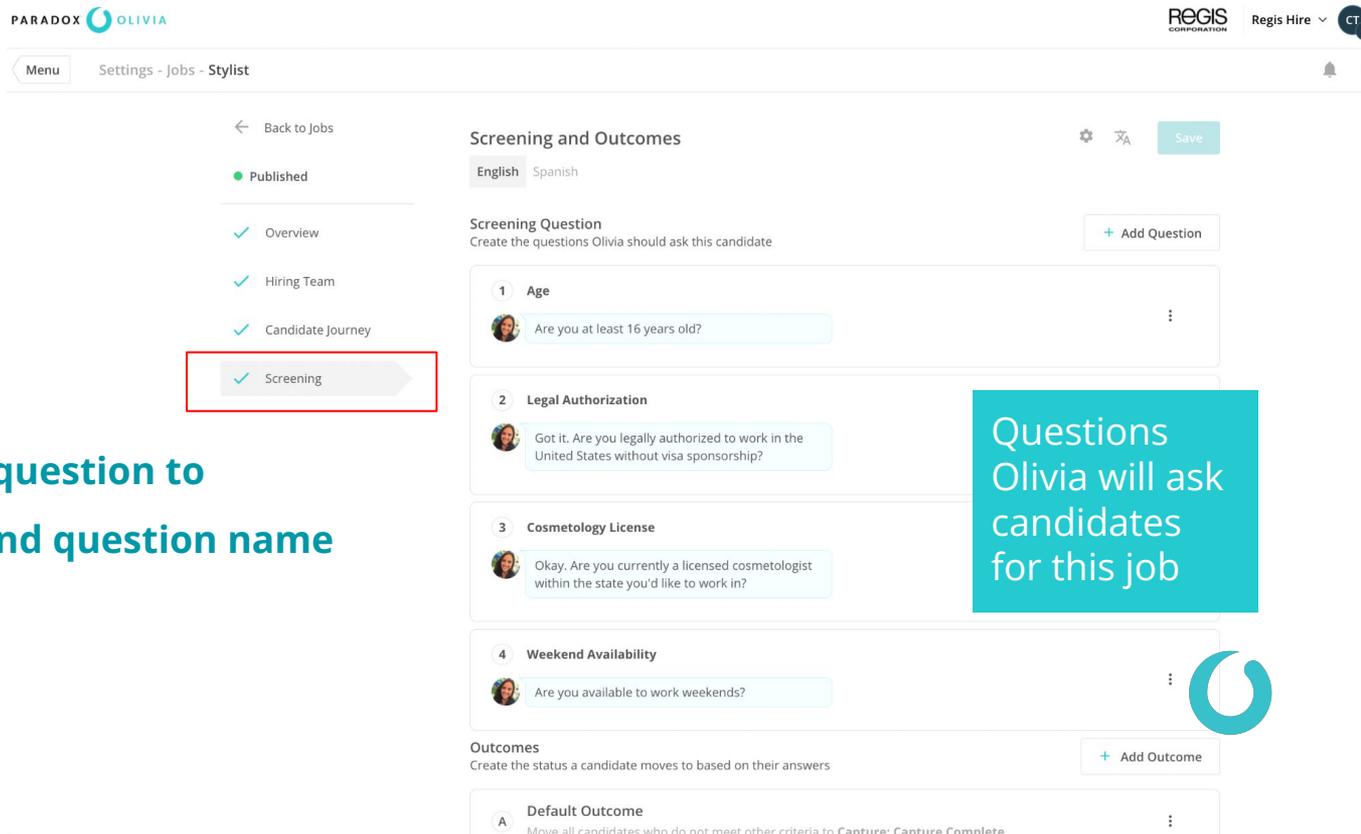
9. Save & Publish



3a) Updating Screening Questions

Screening: Adjust the questions Olivia asks

- 1) Menu
- 2) Settings 
- 3) Jobs
- 4) Select Job Family
- 5) Select Job
- 6) Select Screening 
- 7) Click on Screening question to edit the question and question name
- 8) Save & Publish



PARADOX OLIVIA

Menu Settings - Jobs - Stylist

Back to Jobs

Published

Overview

Hiring Team

Candidate Journey

Screening

Screening and Outcomes

English Spanish

Save

Screening Question

Create the questions Olivia should ask this candidate

+ Add Question

1 Age

Are you at least 16 years old?

2 Legal Authorization

Got it. Are you legally authorized to work in the United States without visa sponsorship?

3 Cosmetology License

Okay. Are you currently a licensed cosmetologist within the state you'd like to work in?

4 Weekend Availability

Are you available to work weekends?

Outcomes

Create the status a candidate moves to based on their answers

+ Add Outcome

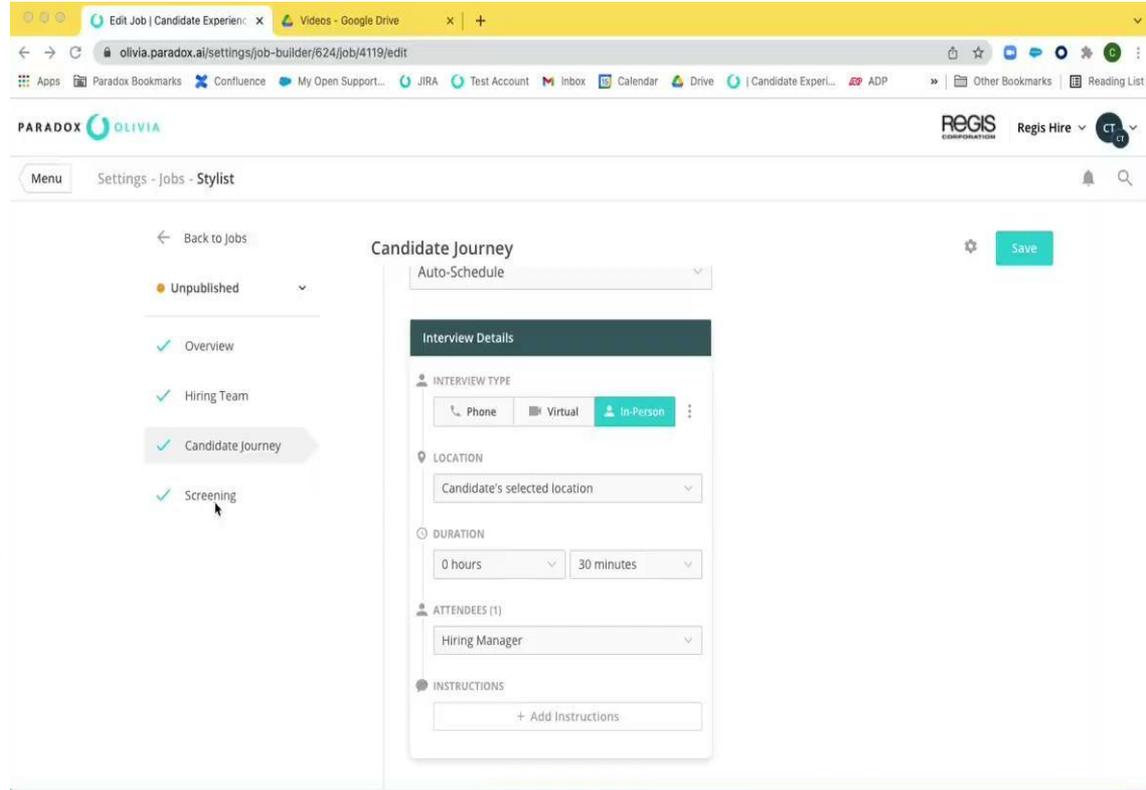
A Default Outcome

Move all candidates who do not meet other criteria to Capture: Capture Complete

Questions Olivia will ask candidates for this job

Updating Screening Questions

- 1) Menu
- 2) Settings 
- 3) Jobs
- 4) Select Job Family
- 5) Select Job
- 6) Select Screening
- 7) Click on Screening question to edit the question and question name
- 8) Save & Publish



The screenshot displays the Paradox Olivia interface for editing a job's candidate journey. The browser address bar shows the URL `olivia.paradox.ai/settings/job-builder/624/job/4119/edit`. The page header includes the Paradox Olivia logo and a 'REGIS CORPORATION' logo with a 'Regis Hire' dropdown. The navigation menu on the left is titled 'Settings - Jobs - Stylist' and lists several options: 'Unpublished', 'Overview', 'Hiring Team', 'Candidate Journey' (highlighted), and 'Screening'. The main content area is titled 'Candidate Journey' and features a 'Save' button. Below this, there is a section for 'Interview Details' with the following fields:

- INTERVIEW TYPE:** Radio buttons for 'Phone', 'Virtual', and 'In-Person' (selected).
- LOCATION:** A dropdown menu with the text 'Candidate's selected location'.
- DURATION:** Two dropdown menus for '0 hours' and '30 minutes'.
- ATTENDEES (1):** A dropdown menu with 'Hiring Manager' selected.
- INSTRUCTIONS:** A button labeled '+ Add Instructions'.

Adding Screening Questions

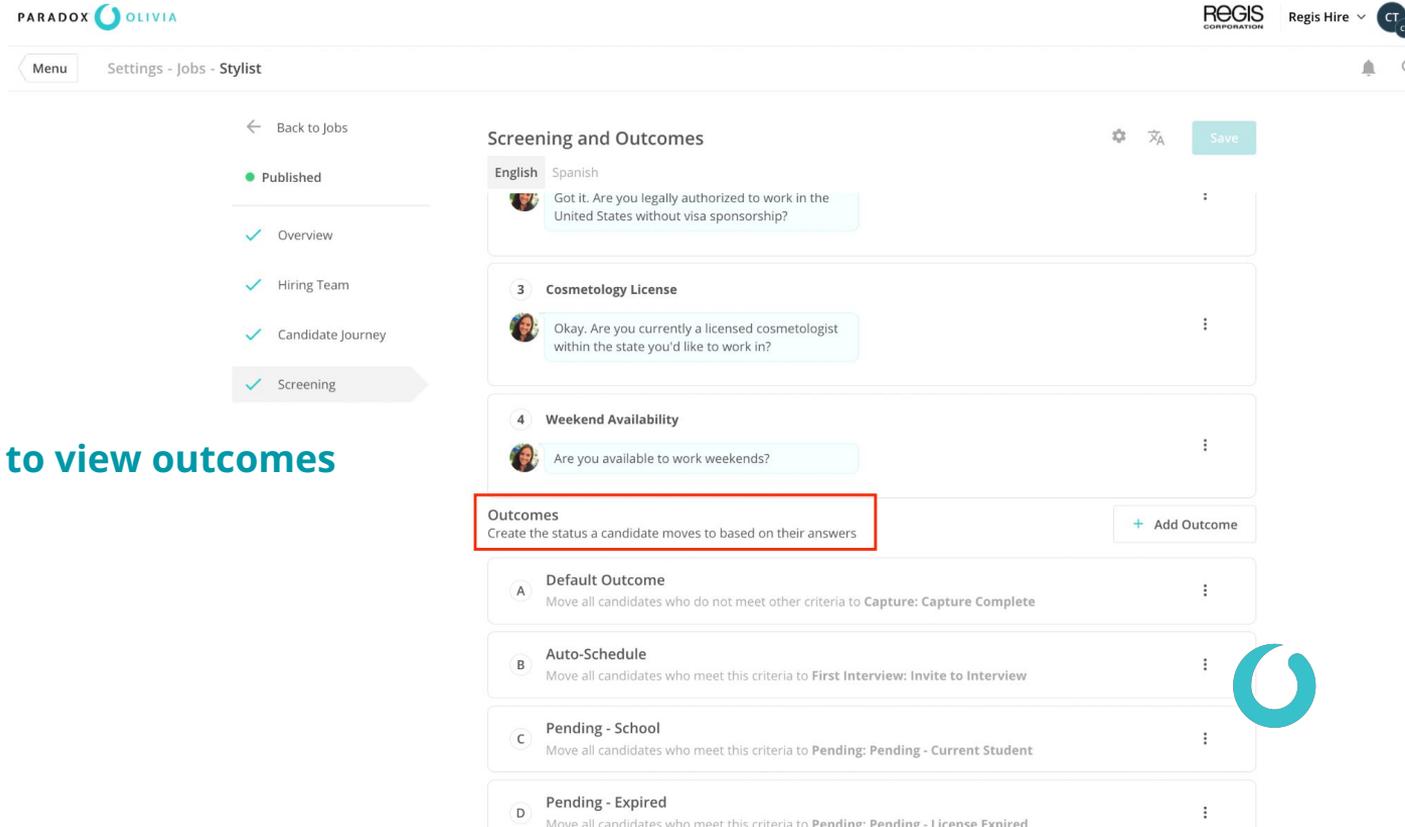
- 1) Menu
- 2) Settings ⚙️
- 3) Jobs
- 4) Select Job Family
- 5) Select Job
- 6) Select Screening
- 7) Click on the + sign to add a question.
Name the question relevant to the question
- 8) Save & Publish



3b) Updating Screening Outcomes

Outcomes determine what status a candidate should move to based on their answers

- 1) Menu
- 2) Settings 
- 3) Jobs
- 4) Select Job Family
- 5) Select Job
- 6) Select Screening
- 7) Scroll to the bottom to view outcomes



PARADOX OLIVIA

REGIS CORPORATION Regis Hire

Menu Settings - Jobs - Stylist

← Back to Jobs

Published

✓ Overview

✓ Hiring Team

✓ Candidate Journey

✓ Screening

Screening and Outcomes

English Spanish Save

Got it. Are you legally authorized to work in the United States without visa sponsorship?

3 Cosmetology License

Okay. Are you currently a licensed cosmetologist within the state you'd like to work in?

4 Weekend Availability

Are you available to work weekends?

Outcomes
Create the status a candidate moves to based on their answers + Add Outcome

A **Default Outcome**
Move all candidates who do not meet other criteria to **Capture: Capture Complete**

B **Auto-Schedule**
Move all candidates who meet this criteria to **First Interview: Invite to Interview**

C **Pending - School**
Move all candidates who meet this criteria to **Pending: Pending - Current Student**

D **Pending - Expired**
Move all candidates who meet this criteria to **Pending: Pending - License Expired**

3b) Updating Screening Outcomes

Outcomes determine what status a candidate should move to based on their answers

1) Default Outcome:

The outcome Olivia will provide if a candidate's responses don't fit the other outcome criteria or if she is confused on which outcome to provide

For Example:

If a candidate says "I am 17" versus "yes" then Olivia will give the closing message and move the candidate to "Capture Complete" for the user to decide what to do next

The screenshot displays the Paradox Olivia interface for configuring screening outcomes. The main window is titled "Define Outcome" and contains the following elements:

- Navigation:** A top bar with "Menu" and "Settings - Jobs - Stylist". A left sidebar shows a "Screening" tab selected among other options like "Overview", "Hiring Team", and "Candidate Journey".
- Screening and Outcomes:** A central list of screening questions with their respective status (English or Spanish) and a "Published" indicator. Questions include "Got it. Are you legally authorized to work in the United States without visa sponsorship?", "Cosmetology License", and "Weekend Availability".
- Define Outcome Configuration:** A right-hand panel where logic rules are defined. It shows a sequence: "IF" a candidate does not meet other criteria, "THEN" a closing message is sent, and "AND" the candidate is moved to the "Capture Complete" status.
- Outcomes List:** A bottom section listing existing outcomes: "Default Outcome", "Auto-Schedule", "Pending - School", "Pending - Expired", and "Pending - No License".

3b) Updating Screening Outcomes

Outcomes determine what status a candidate should move to based on their answers

2) Auto-Schedule

If a candidate meets the minimum qualifications, Olivia will invite the candidate to an interview
(She will reference the interview details set up in the candidate journey)

The screenshot displays the Paradox Olivia interface for configuring screening outcomes. On the left, a sidebar shows the 'Screening and Outcomes' section with a list of outcomes: 'Default Outcome', 'Auto-Schedule', 'Pending - School', and 'Pending - Expired'. The 'Auto-Schedule' outcome is selected. The main area shows the configuration for this outcome, which is defined by three conditions connected by 'AND' logic:

- IF Question to Candidate: Age (Select) Matches: Select
- AND Question to Candidate: Cosmetology Li... (is Yes) Matches: Select
- AND Question to Candidate: Legal Authoriz... (Select) Matches: Select
- AND Question to Candidate: Weekend Avail... (Select) Matches: Select

Below the conditions, there is a 'THEN' section with a message template: "#candidate-firstname, I have great news! I would like to schedule you for #interview-details." The final outcome is set to "Move to status: First Interview: Invite to Interview". A red box highlights the 'Auto-Schedule' title and the 'Save' button at the top right of the configuration panel.

3b) Updating Screening Outcomes

Outcomes determine what status a candidate should move to based on their answers

2) Auto-Schedule

For Example:

If a candidate says “yes” to the age question
and the cosmetology license question
and the legal authorization question
Then Olivia will provide this message
and move the candidate to “invite to interview”

The screenshot displays the Paradox Olivia interface for configuring a screening outcome. The main window shows a list of screening questions and their corresponding outcomes. A modal window titled "Define Outcome" is open, showing the configuration for the "Auto-Schedule" outcome. The configuration is as follows:

- IF** (Condition):
 - Question to Candidate: Age (Matches: Select)
 - AND** Question to Candidate: Cosmetology Li... (Matches: is Yes)
 - AND** Question to Candidate: Legal Authoriz... (Matches: Select)
 - AND** Question to Candidate: Weekend Avail... (Matches: Select)
- THEN** (Action):
 - Close the conversation: #candidate-firstname, I have great news! I would like to schedule you for #interview-details.
 - Move to status: First Interview: Invite to Interview

Red arrows in the image point from the "Auto-Schedule" outcome in the main list to the "Define Outcome" modal, and from each condition in the modal to its corresponding question in the "Screening and Outcomes" list.

3b) Updating Screening Outcomes

2) Auto-Schedule

For Example:

We added the question “Do you have weekend availability” and we want candidates to reply “yes” in order to get scheduled.



Editing a Job



Adding Job

**Menu → Settings → Jobs → + New Job from template or from a blank template
(or duplicate a job to a current job family)**

New Job Checklist:

- Name your job
- Add job description
- Select Shift Types
- Add location
- Add hiring team
- Add the Interview Types and Durations
- Add screening questions
- Add auto-schedule requirements
- Add auto-rejection messages
- PUBLISH the job
- Turn the job “on” under Menu → My jobs

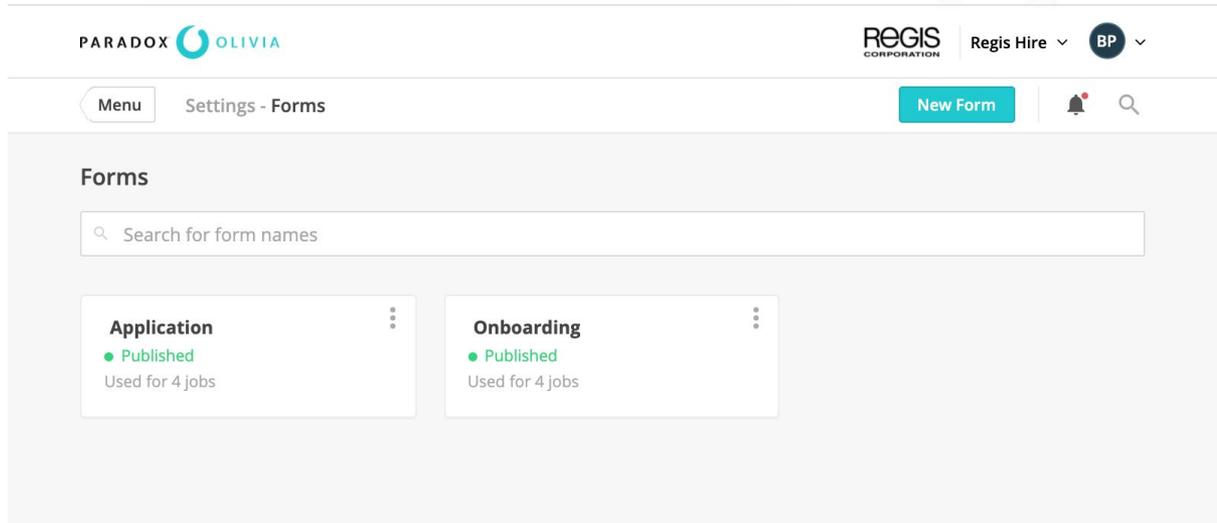
The background is a solid teal color with several overlapping, semi-transparent circles of varying shades of teal, creating a layered effect. The text is centered in the middle of the image.

Customizing Forms (Application & Onboarding)

Forms

To adjust the default application and/or onboarding Olivia sends, go to:

Menu →  → Forms



The screenshot shows the Paradox Olivia user interface. At the top left is the Paradox Olivia logo. At the top right, it displays 'REGIS CORPORATION', 'Regis Hire' with a dropdown arrow, and a user profile 'BP' with a dropdown arrow. Below the header is a navigation bar with a 'Menu' button, 'Settings - Forms', a 'New Form' button, and notification and search icons. The main content area is titled 'Forms' and contains a search bar labeled 'Search for form names'. Below the search bar are two form cards: 'Application' and 'Onboarding'. Both cards show a green dot and the word 'Published', and both indicate they are 'Used for 4 jobs'. Each card has a three-dot menu icon in the top right corner.



Previewing Forms

To preview, select the 3 dots & "Preview Form"

The screenshot displays the Paradox Olivia user interface. At the top left, the logo for PARADOX OLIVIA is visible. On the top right, there is a user profile for REGIS CORPORATION with the name 'Regis Hire' and initials 'BP'. Below the header, a navigation bar includes a 'Menu' button, 'Settings - Forms', and a 'New Form' button. A search bar is also present. The main content area is titled 'Forms' and contains a search input field. Two form cards are shown: 'Application' (marked as 'Published' and 'Used for 4 jobs') and 'Onboarding'. The 'Onboarding' card is selected, and its context menu is open, showing options for 'Duplicate Form' and 'Preview Form'. The 'Preview Form' option is highlighted. The 'Onboarding' card also shows it was 'Last published 11/05/20 at 04:45 PM'. A red box highlights the three-dot menu icon on the 'Onboarding' card.



Editing Forms

Click into application or onboarding to edit

DO NOT add a new form.
These forms are already
set up with proper logic.

PARADOX OLIVIA

REGIS CORPORATION | Regis Hire | BP

Menu Settings - Forms

New Form

Forms

Search for form names

Application ● Published Used for 4 jobs	Onboarding ● Published Used for 4 jobs
--	---



Editing Forms

Click into a section to edit existing sections

The screenshot shows the Paradox Olivia application form editor. At the top, the header includes the Paradox Olivia logo, the Regis Corporation logo, and a 'Regis Hire' dropdown menu. Below the header, a navigation bar shows 'Menu' and 'Settings - Forms - Application'. A 'Publish' button is visible on the right. The main content area is titled 'Application' and shows a list of sections. The first section is 'Personal Information' with 9 tasks, and the second is 'Work Experience' with 5 tasks. A red arrow points to the 'Personal Information' section. Below the sections, there is an 'Add Section' button with a plus sign. A dropdown menu is open, showing the following options: WOTC, I-9, Background Check, Tax Withholding, Payroll Information, Diversity Questions, and Custom.

PARADOX OLIVIA

REGIS CORPORATION | Regis Hire | BP

Menu Settings - Forms - Application Publish

Application Published

1 Personal Information 9 tasks

2 Work Experience 5 tasks

+ Add Section

- WOTC
- I-9
- Background Check
- Tax Withholding
- Payroll Information
- Diversity Questions
- Custom



Editing Forms

Add additional sections by choosing one of our preset sections
OR creating your own by selecting "custom"

PARADOX OLIVIA

REGIS CORPORATION | Regis Hire | BP

Menu Settings - Forms - Application Publish

Application Published

- 1 Personal Information
9 tasks
- 2 Work Experience
5 tasks

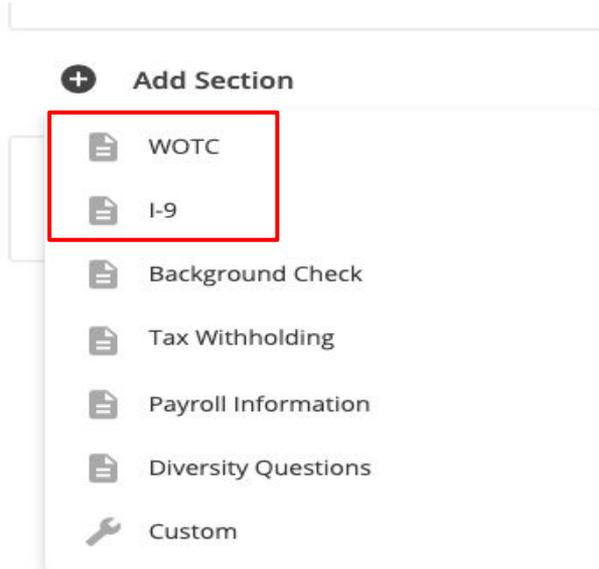
+ Add Section

- WOTC
- I-9
- Background Check
- Tax Withholding
- Payroll Information
- Diversity Questions
- Custom



Editing Forms

Let's walk through the preset sections



WOTC & I-9

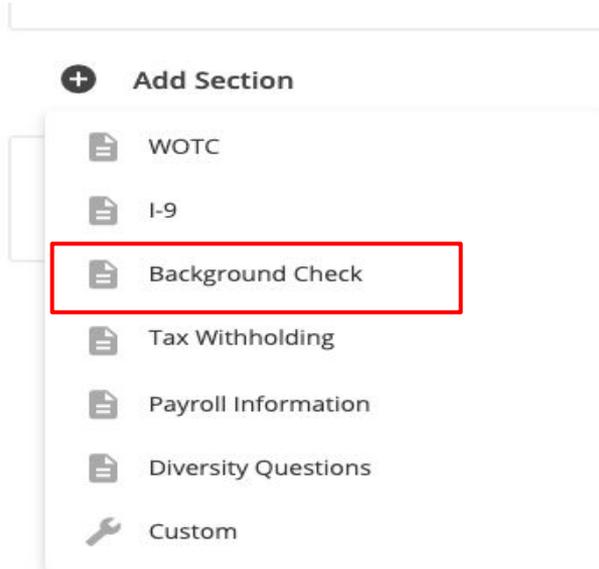
The integration is with Trust Consulting for these services. There are additional costs to the franchise to utilize Trust Consulting for I-9 and/or WOTC and the franchise owner must contract with Trust Consulting directly.

To contact Trust consulting, please email akpounds01@gmail.com & isaiah@trustconsultinggroup.com



Editing Forms

Let's walk through the preset sections



Background Check:

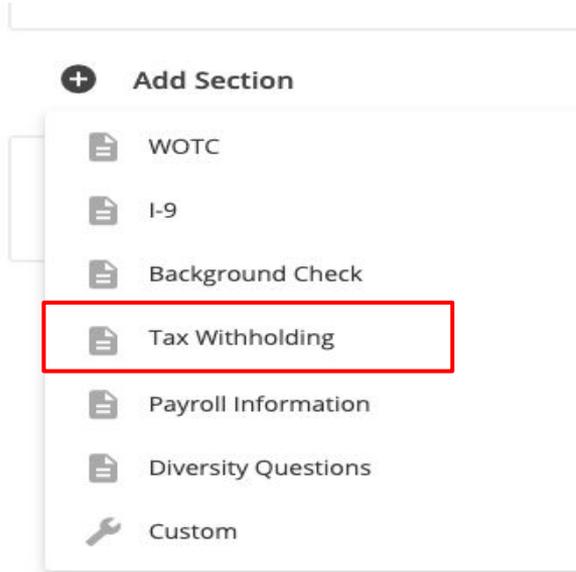
Would require an integration.

Email regis@paradox.ai with your provider and we can add it to our integration que for phase 2 of the Paradox x Regis implementation.



Editing Forms

Let's walk through the preset sections



Tax Withholding/W4:

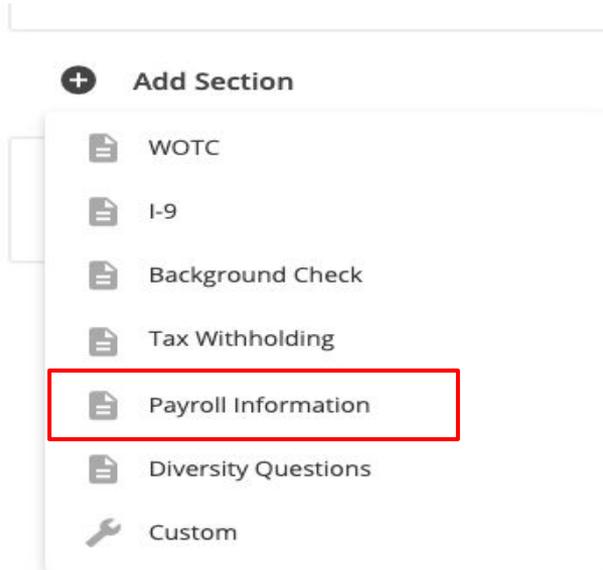
To utilize our w4 forms

1. Enter your tax information under settings → Employer Tax Information
2. Reach out to regis@paradox.ai with your franchise owners name and requesting to utilize our w4



Editing Forms

Let's walk through the preset sections



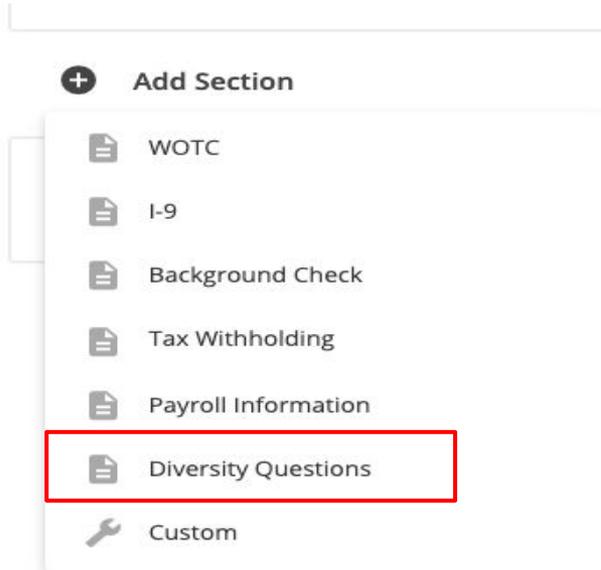
Payroll information:

Fields to collect payroll information. This information will not go into a payroll system without an integration; however, it can be downloaded and accessed by users to enter into payroll system.



Editing Forms

Let's walk through the preset sections

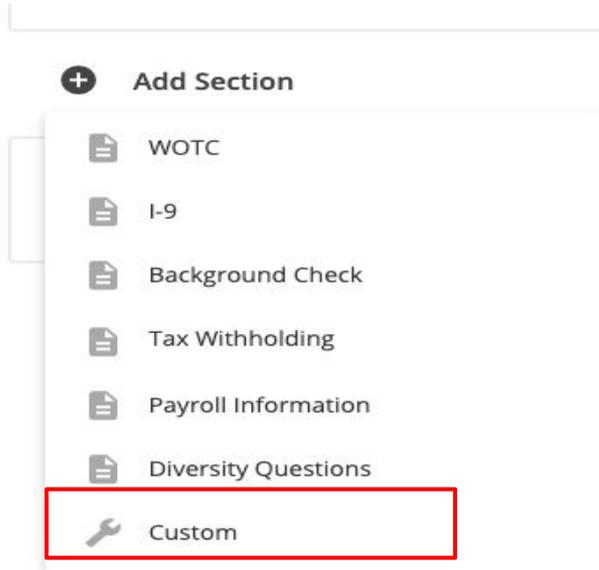


Diversity Questions:
Fields to collect diversity information



Editing Forms

Let's walk through the custom sections



Custom sections:

Allow you to build out forms or upload forms



Editing Forms

Name the Task

For example:

If you are going to upload your companies employee handbook for a candidate to review, name the task "Employee Handbook"

PARADOX  OLIVIA REGIS CORPORATION | Regis Hire ▾  ▾

Menu Settings - Forms - Onboarding  



6 Name your task  Employee Handbook

Cancel Save

+ Add Task



Editing Forms

Add a task
What will the candidate be doing?

6 Employee Handbook  Cancel Save

 Add Task

- Questions
-  Address
-  Custom question
-  Date selection
-  Full name
- Other
-  Display text
-  Document review
-  Document upload
-  Fillable PDF
-  Resume upload



If you want the candidate to review the Employee Handbook, select Document Review to upload the document



Editing Forms

Name the document and upload the document

PARADOX  OLIVIA

Menu Settings - Forms - Onboarding

6 Employee Handbook  Cancel Save

Add a document name

 Drag a file here or click to browse
Supported types: .csv, .xls, .xlsx, .doc, .docx, .pdf, .ppt, .pptx, .png, .jpeg

...

+ Add Task



Editing Forms

Select “Digital Consent” if you’d like to view when the candidate viewed the document

6 Employee Handbook 

Cancel Save

Add a document name

 Drag a file here or click to browse

Supported types: .csv, .xls, .xlsx, .doc, .docx, .pdf, .ppt, .pptx, .png, .jpeg

...

-  Add digital consent
-  Delete document review

+ Add Task



Editing Forms

Add a task
What will the candidate be doing?

6 Employee Handbook Cancel Save

+ Add Task

- Questions
- Address
- Custom question
- Date selection
- Full name
- Other
- Display text
- Document review
- + Document upload**
- Fillable PDF
- Resume upload



If you want the candidate to upload a document (for example, their stylist certification)



Adding Section to Application



Editing Forms

Add a task
What will the candidate be doing?

6 Employee Handbook Cancel Save

+ Add Task

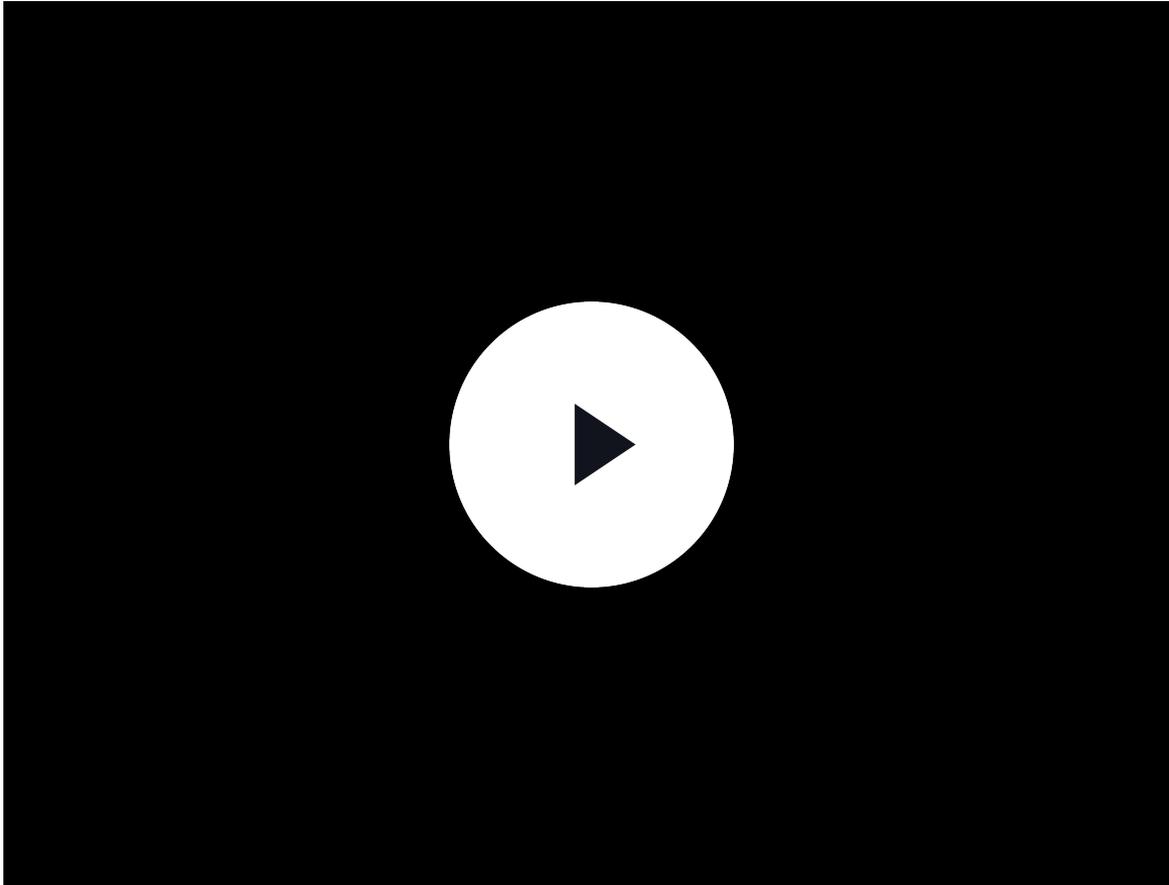
- Questions
- Address
- Custom question
- Date selection
- Full name
- Other
- Display text
- Document review
- + Document upload
- Fillable PDF**
- Resume upload



Fillable PDF - If you have a document that the candidate needs to fill out, you can save it as a fillable pdf and upload it here



Uploading an Editable PDF



Preview Forms

Preview what the candidate will see before publishing the changes made.

Once you are satisfied with the changes, click “Publish” to make the changes live.

The screenshot displays the Paradox Olivia application form editor. At the top, the Paradox Olivia logo is on the left, and the Regis Corporation logo with 'Regis Hire' and a user profile 'BP' is on the right. A navigation bar contains a 'Menu' button, the breadcrumb 'Settings - Forms - Application', a 'Publish' button (highlighted with a red box), a notification bell, and a search icon. The main content area is titled 'Application' and shows a form structure with three sections: '1 Personal Information' (9 tasks), '2 Work Experience' (5 tasks), and '3 Final Submission'. A 'Published' status indicator is visible above the form sections. A context menu is open over the 'Published' indicator, listing options: 'Duplicate Form', 'Preview Form' (highlighted with a red arrow), 'Add Completion Tracking Pixel', and 'Add widget on the form' (with a toggle switch). The menu also shows 'Last published 11/05/20 at 04:45 PM'.

Customizing Offer

Adding/Editing Offer

To add or adjust the offer letter that appears:

Menu → ⚙️ → Offers → Click Offer Letter

Click your cursor anywhere in the text and then click “Add” next to any of these variables

Offer Letter Builder

Open Sans | T | B | I | U | ☰ | 🔗

Click anywhere in the offer template where you would like to add a component in. Then click 'Add' on the desired component to configure its details.

- 📅 Add Additional Date
- 📄 Add Document
- ☰ Add Dropdown
- ☰ Add Open Text
- 💰 Add Additional Pay Rate
- 📅 Add Start Date
- 💰 Add Starting Pay Rate

REGIS CORPORATION

Dear #candidate-firstname ,

On behalf of #company-name, I am excited to extend an offer for a #job-name position at #job-location. The pay rate for the #job-title is #pay-rate. The start date is #start-date. We think you will be a valuable asset to our team!

Sincerely,
The #company-name team

Click anywhere in the text to make changes to the message that is sent to users



Adding/Editing Offer

Save and 'Publish' the changes you make

PARADOX  OLIVIA

REGIS CORPORATION Regis Hire 

Menu Settings - Offers - Offer Letter Published   

← Offer Letter  Cancel Save

Offer Letter Builder

Click anywhere in the offer template where you would like to add a component in. Then click 'Add' on the desired component to configure its details.

-  Add Additional Date Add
-  Add Document Add
-  Add Dropdown Add
-  Add Open Text Add
-  Add Additional Pay Rate Add

Open Sans   **B** *I* U  

REGIS CORPORATION

Dear [#candidate-firstname](#),

On behalf of [#company-name](#), I am excited to extend an offer for a [#job-name](#) position at [#job-location](#).

The pay rate for the [#job-title](#) is

The start date is

We think you will be a valuable asset to our team!

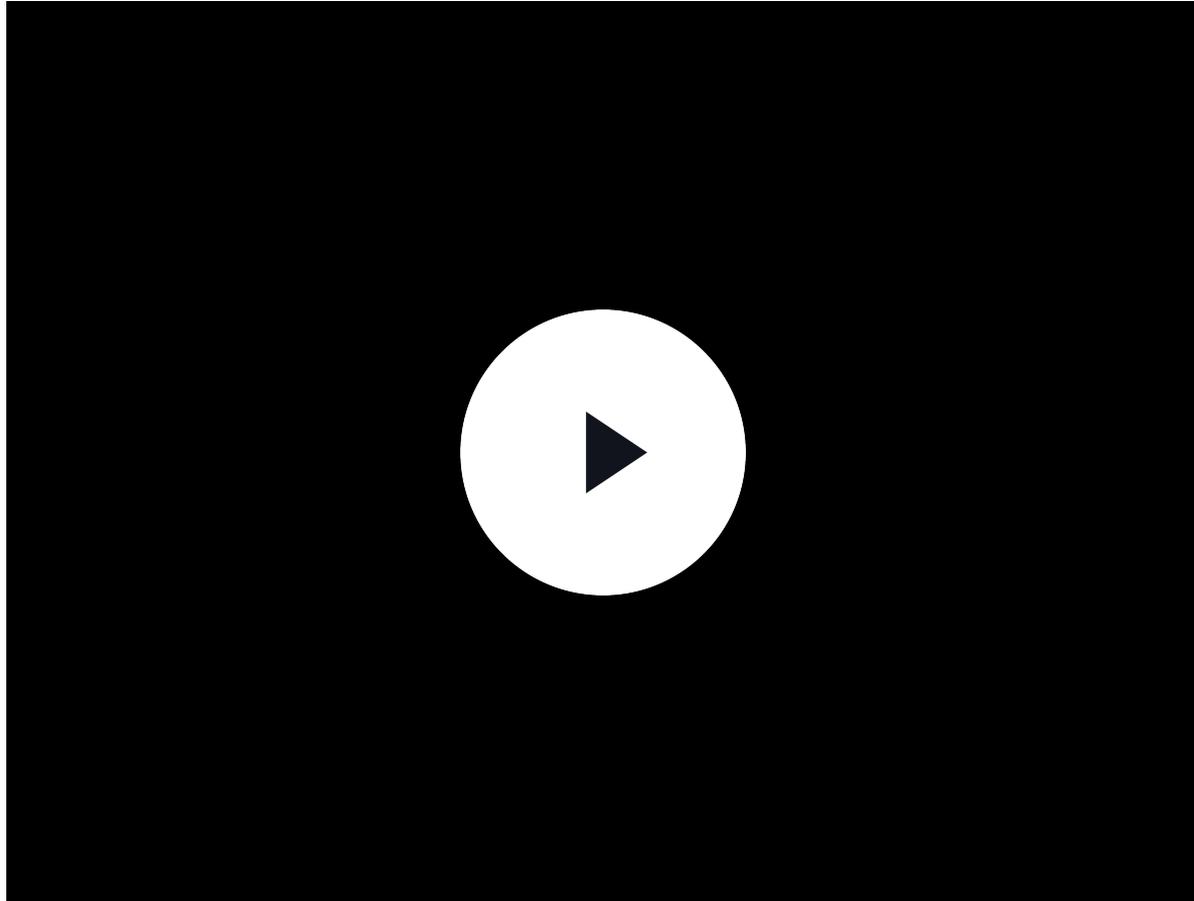
Sincerely,
The [#company-name](#) team



Editing Offer



Sending an Offer



3

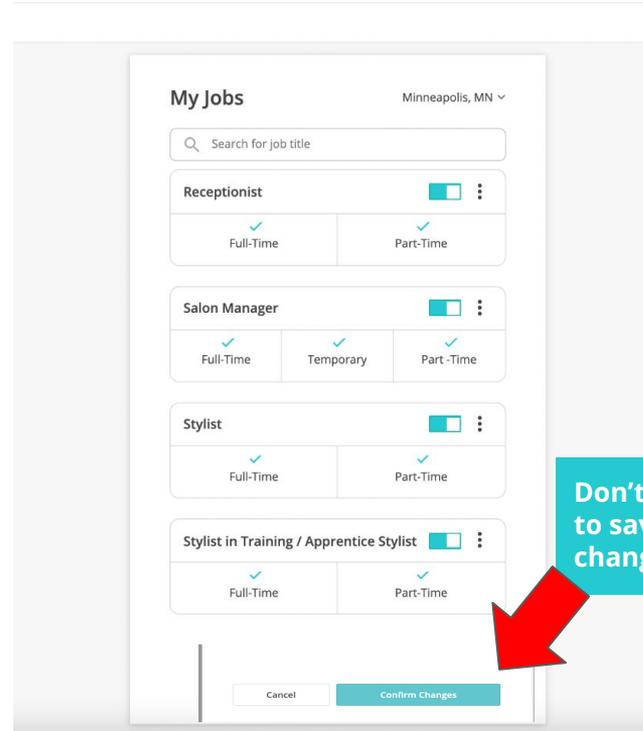
How to manage your account

Managing Jobs

Managing Jobs

To determine which jobs & locations Olivia can accept applicants for:

1. Menu
2. My Jobs
3. Turn your jobs on /off by clicking the toggle
4. Click on the top right location to see all your locations/jobs.



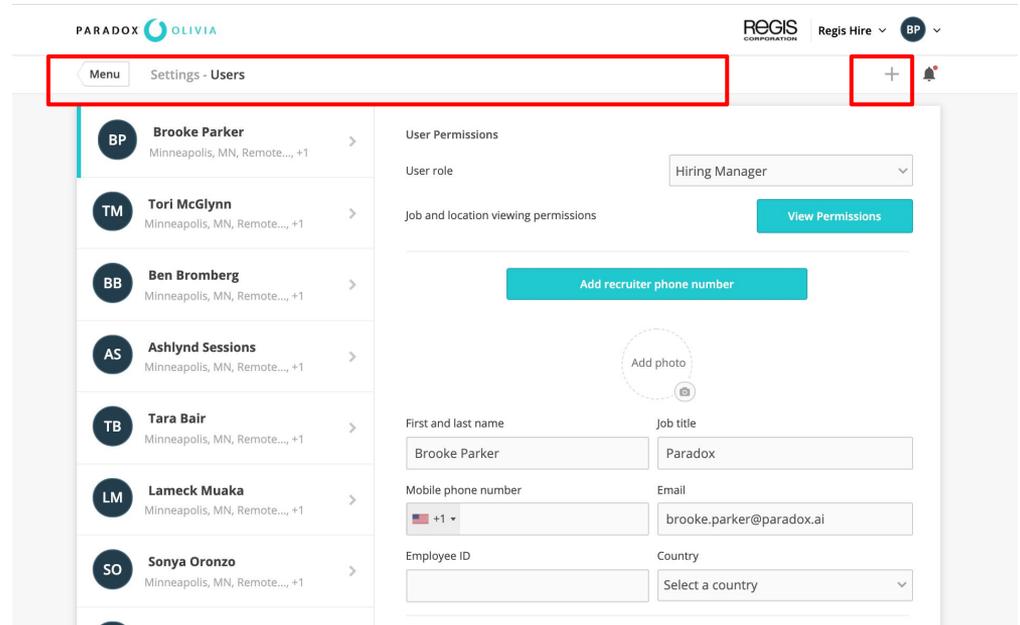
Managing Jobs



Managing users & their permissions

Adding / Removing Users

1. Menu
2. Settings 
3. Users
4. "+"
5. Full User
6. Select User Role from dropdown
7. Fill out user information
8. Save



PARADOX OLIVIA

REGIS CORPORATION Regis Hire BP

Menu Settings - Users +

BP Brooke Parker
Minneapolis, MN, Remote..., +1

TM Tori McGlynn
Minneapolis, MN, Remote..., +1

BB Ben Bromberg
Minneapolis, MN, Remote..., +1

AS Ashlynd Sessions
Minneapolis, MN, Remote..., +1

TB Tara Bair
Minneapolis, MN, Remote..., +1

LM Lameck Muaka
Minneapolis, MN, Remote..., +1

SO Sonya Oranzo
Minneapolis, MN, Remote..., +1

User Permissions

User role: Hiring Manager

Job and location viewing permissions

View Permissions

Add recruiter phone number

Add photo

First and last name: Brooke Parker

Job title: Paradox

Mobile phone number: +1

Email: brooke.parker@paradox.ai

Employee ID

Country: Select a country

To remove a user, scroll down to the bottom of their profile & select Delete user



User Roles

User roles allow the Company Admin to designate permissions to users

Company Owner

Position: Only Franchise Owner - could potentially service as front line support for staff

Permissions: User has access to manage all user profiles & roles, system features, and settings for this company

Responsibility: Managing users, jobs, application, onboarding, and scheduling details

Franchise Staff

Position: Additional Company Admins, serve as front line support for staff

Permissions: User has access to manage all user profiles & roles, system features, and *most* settings for this company

Responsibility: Managing users, jobs, application, onboarding, and scheduling details

Hiring Manager

Position: Salon Managers and/or anyone who takes initial interviews

Permissions / Responsibilities: Review incoming candidates, take interviews, schedule second interviews, send offers

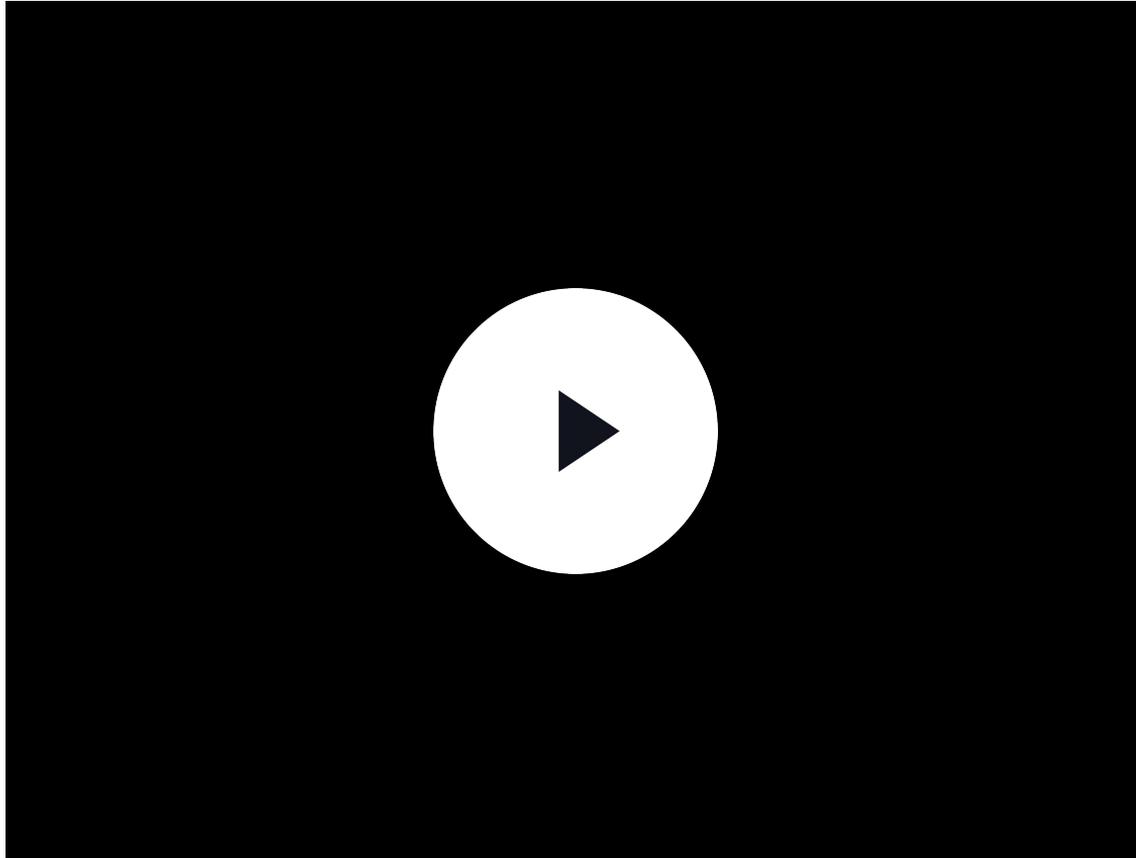
Full Users

Position: Employees that need to see candidates, or act as an alternate interviewer

Permissions: Review incoming candidates, take interviews, schedule second interviews, send offers



Adding Users

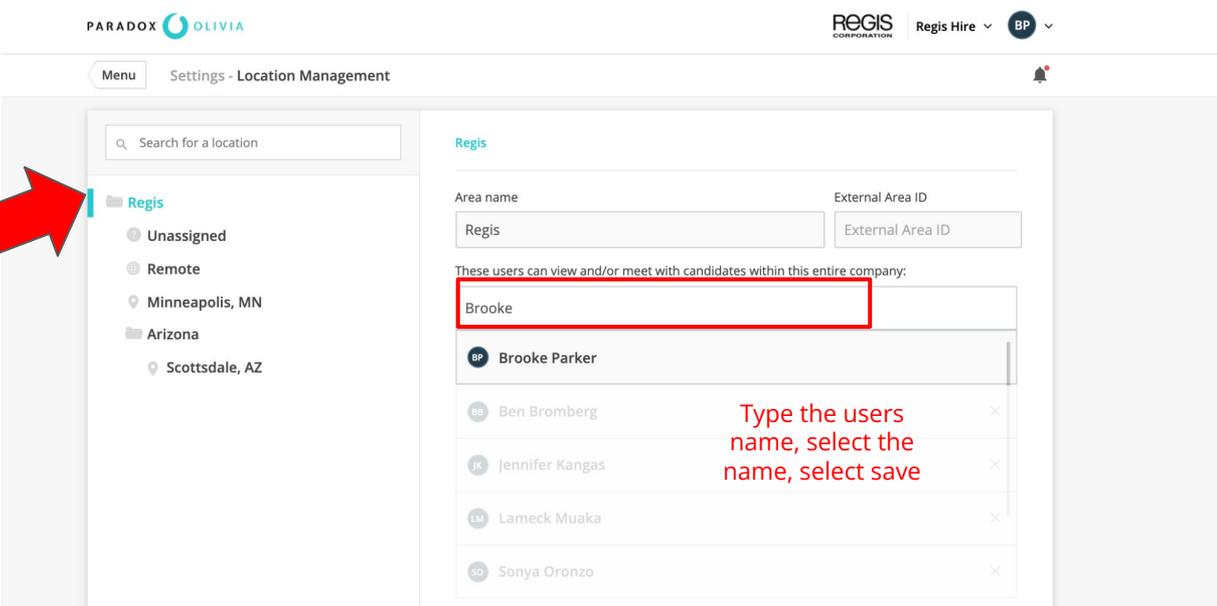


Adding a User to Location

After a user is added, a company admin should assign the user to the location(s) they need to view candidates for. Users can only view candidates that have applied for locations they're assigned too.

1. Menu
2. Settings 
3. Location Management
4. Add users to the folders or locations they manage

Adding a user to a folder will provide that user access to all locations in the folder



PARADOX OLIVIA

REGIS CORPORATION | Regis Hire | BP

Menu Settings - Location Management

Search for a location

Regis

Unassigned

Remote

Minneapolis, MN

Arizona

Scottsdale, AZ

Area name External Area ID

Regis External Area ID

These users can view and/or meet with candidates within this entire company:

Brooke

BP Brooke Parker

BB Ben Bromberg

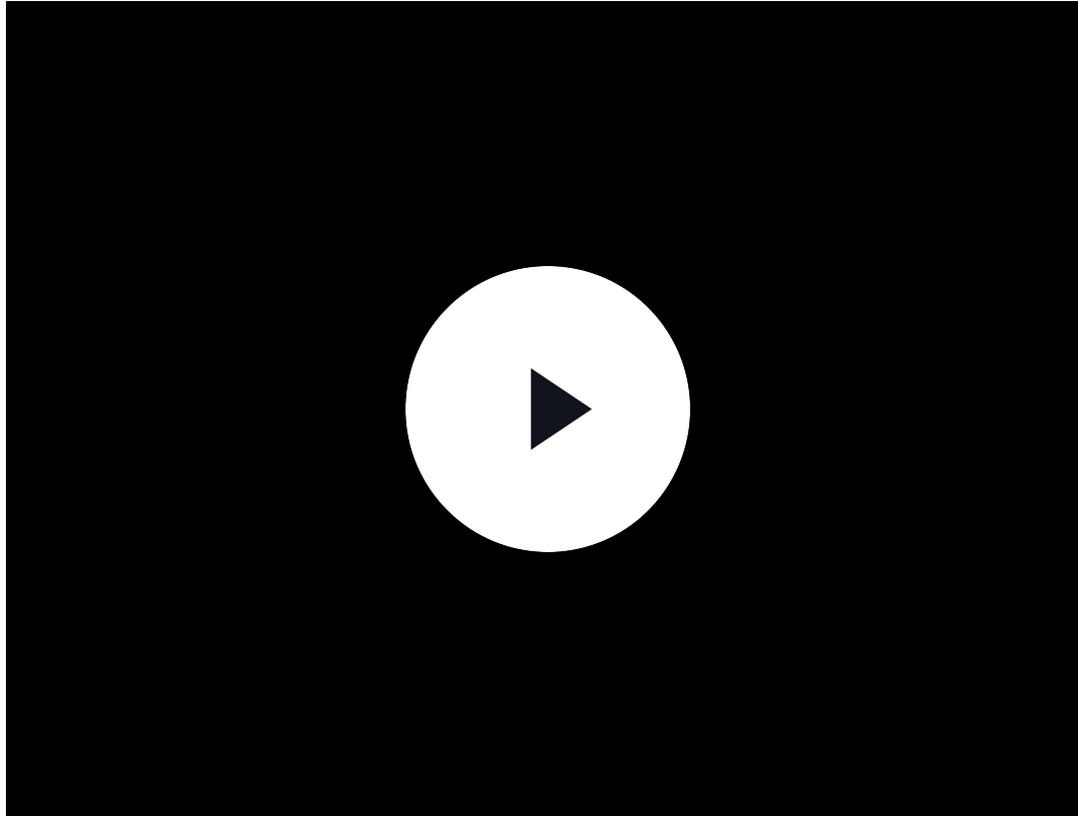
JK Jennifer Kangas

LM Lameck Muaka

SO Sonya Oronzo

Type the users name, select the name, select save

Adding a User to Location



Impersonate Users

1. Select your initials to toggle into another user to view what they see

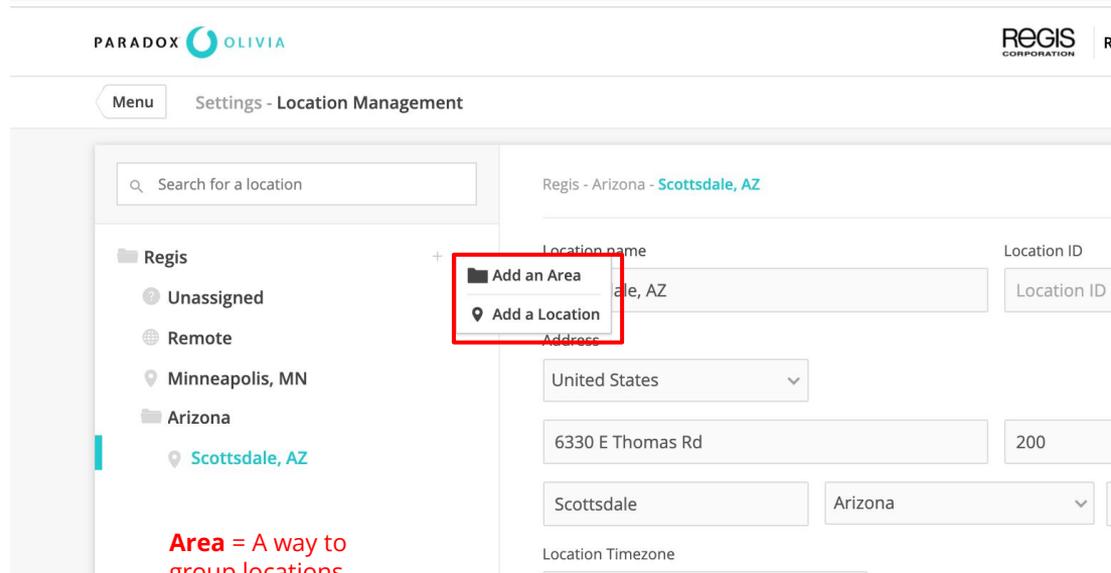
The screenshot displays the Paradox Olivia user management interface. At the top right, the user's initials 'BP' are highlighted with a red box and a red arrow. The interface shows a list of users on the left and a detailed profile view for Brooke Parker on the right. The profile view includes fields for User Permissions, User role (Hiring Manager), Job and location viewing permissions, Add recruiter phone number, Add photo, First and last name (Brooke Parker), Job title (Paradox), Mobile phone number (+1), Email (brooke.parker@paradox.ai), Employee ID, and Country (Select a country).



Managing Locations

Adding a New Location

1. Menu
2. Settings 
3. Location Management
4. Hover to the right
5. +
6. Add an area or location or edit an existing location



PARADOX OLIVIA

REGIS CORPORATION

Menu Settings - Location Management

Search for a location

Regis +

- Unassigned
- Remote
- Minneapolis, MN
- Arizona
 - Scottsdale, AZ

Location name: Regis - Arizona - Scottsdale, AZ

Location ID

Address: United States

6330 E Thomas Rd 200

Scottsdale Arizona

Location Timezone

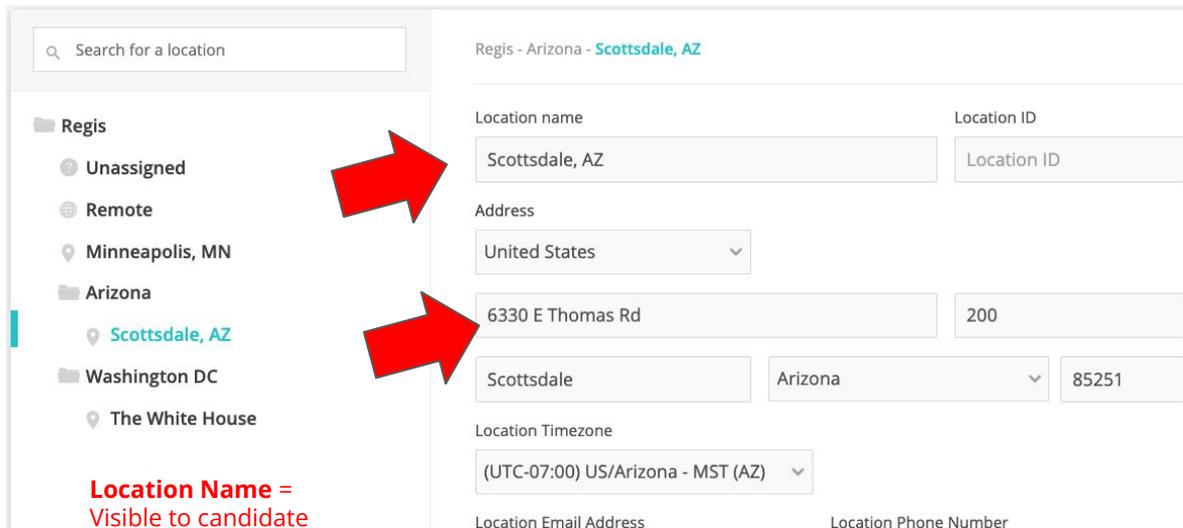
Area = A way to group locations (optional)

Location = Specific location



Adding a New Location

1. Menu
2. Settings 
3. Location Management
4. Hover to the right
5. +
6. Add an area or location
7. Enter Location Name, Address
8. Save



Search for a location

- Regis
 - Unassigned
 - Remote
 - Minneapolis, MN
 - Arizona
 - Scottsdale, AZ**
 - Washington DC
 - The White House

Location Name = Visible to candidate

Address = Specific address given to candidate for in-person interviews

Regis - Arizona - **Scottsdale, AZ**

Location name: Scottsdale, AZ Location ID: Location ID

Address: United States

6330 E Thomas Rd 200

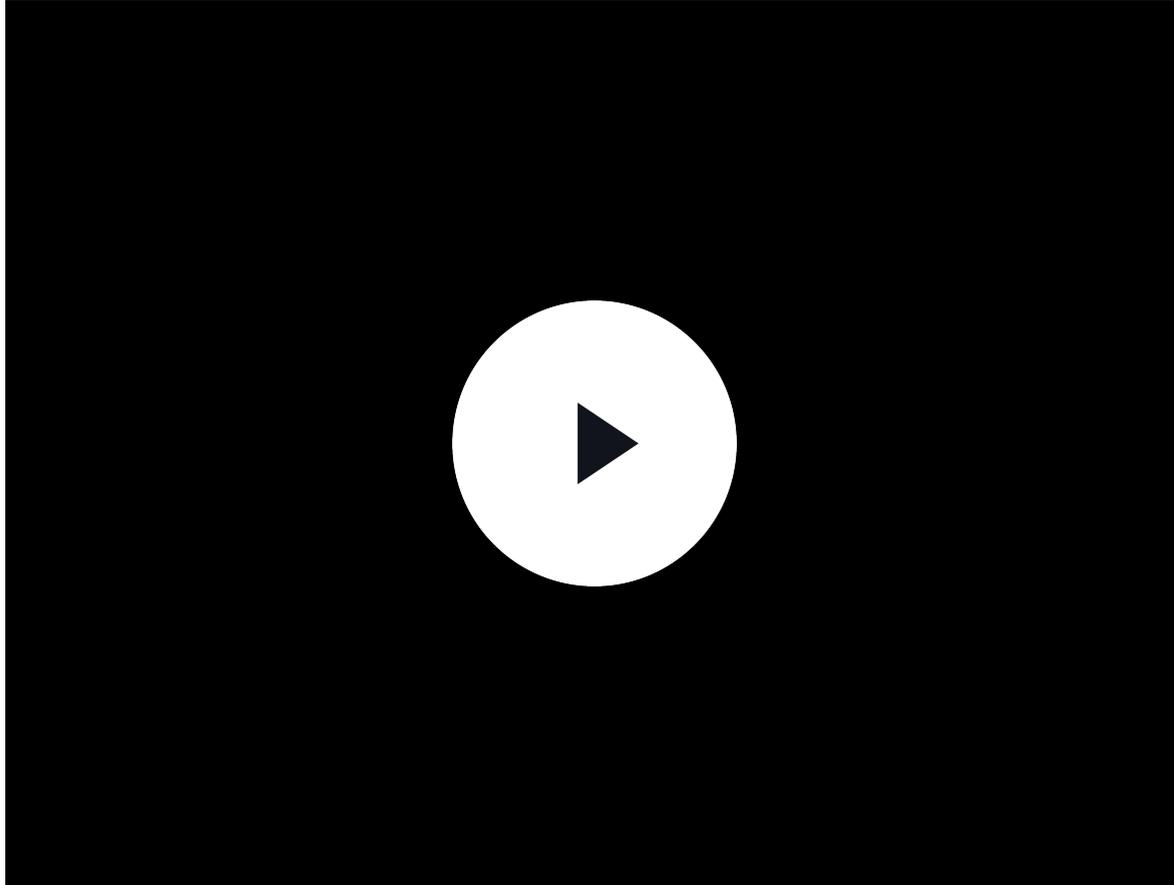
Scottsdale Arizona 85251

Location Timezone: (UTC-07:00) US/Arizona - MST (AZ)

Location Email Address Location Phone Number



Adding a Location



Managing Brands & Users

Toggling Between Brands

If you are a user on multiple brands, you can access the other brands by clicking the company dropdown.

60 Candidates

Recent activity

Brooke Test

Stylist (Any Shift)
Scottsdale, AZ
Interview Request Cance...   34

Ashlynd Sessions

2 weeks
Stylist (Any Shift)
Scottsdale, AZ
Interview Complete   5

Robert Lloyd

2 weeks
No Job Assigned
No Location Assigned
Capture Incomplete 

Colman Cummins

3 weeks
Salon Manager (Any Shift)
Minneapolis, MN
Interview Complete  



Brooke Test

Stylist

Conversation

Brooke, it's been a few days and we haven't heard back from you. Do these times work with your schedule?

Times are sent in: MST (AZ)

1. Tuesday, September 28 at 06:40 AM
 2. Wednesday, September 29 at 10:00 AM
 3. Thursday, September 30 at 12:20 PM
- View additional times at [#calendar-link](#)

Oct 19, 2021 at 3:46 PM

 Brooke Parker viewed Brooke Test

 Brooke Parker canceled the interview request for Brooke Test

Hi Brooke. Due to unforeseen

If you need to be added as a user on another brand, please contact your company admin or franchise staff

Add a note...

Candidate Details

Stylist (Any Shift)

Scottsdale, AZ

(303)

brook

Resume

+ Add Resume

Internal Notes

Add a note...

regis

FORFEX LLC (Regis Hire)

Regis: Product Engineering (Regis Hire)

Rachlin Enterprises - Smartstyle (Regis Hire)

The G & C Robins Company (Regis Hire)

Viewing Users

Click the user dropdown to easily find the company admin or franchise staff users on your account

- 60 Candidates**
Recent activity ▾
- Brooke Test** 5 h
Stylist (Any Shift)
Scottsdale, AZ
Interview Request Cance...   
- Ashlynd Sessions** 2 weeks
Stylist (Any Shift)
Scottsdale, AZ
Interview Complete   
- Robert Lloyd** 2 weeks
No Job Assigned
No Location Assigned
Capture Incomplete 
- Colman Cummins** 3 weeks
Salon Manager (Any Shift)
Minneapolis, MN
Interview Complete  
- David Harden** 3 weeks

BT Brooke Test
Stylist ▾

Conversation 

Brooke, it's been a few days and we haven't heard back from you. Do any of these times work with your schedule?

Times are sent in: MST (AZ)

- Tuesday, September 28 at 06:40 AM
- Wednesday, September 29 at 10:00 AM
- Thursday, September 30 at 12:20 PM

View additional times at [#calendar-link](#) 

Oct 19, 2021 at 3:46 PM

 Brooke Parker viewed Brooke Test

 Brooke Parker canceled the interview request for Brooke Test

Hi Brooke. Due to unforeseen circumstances, your pending interview

 About |  Resume |  Notes |  Hire Details

Add a note...

Candidate Details

 Stylist (Any Shift)  (303) 514-7593

 Scottsdale, AZ  brooke.parker@

Resume

Add a note...

Internal Notes

Add a note...

Search

BP Brooke Parker
Admin 

View as

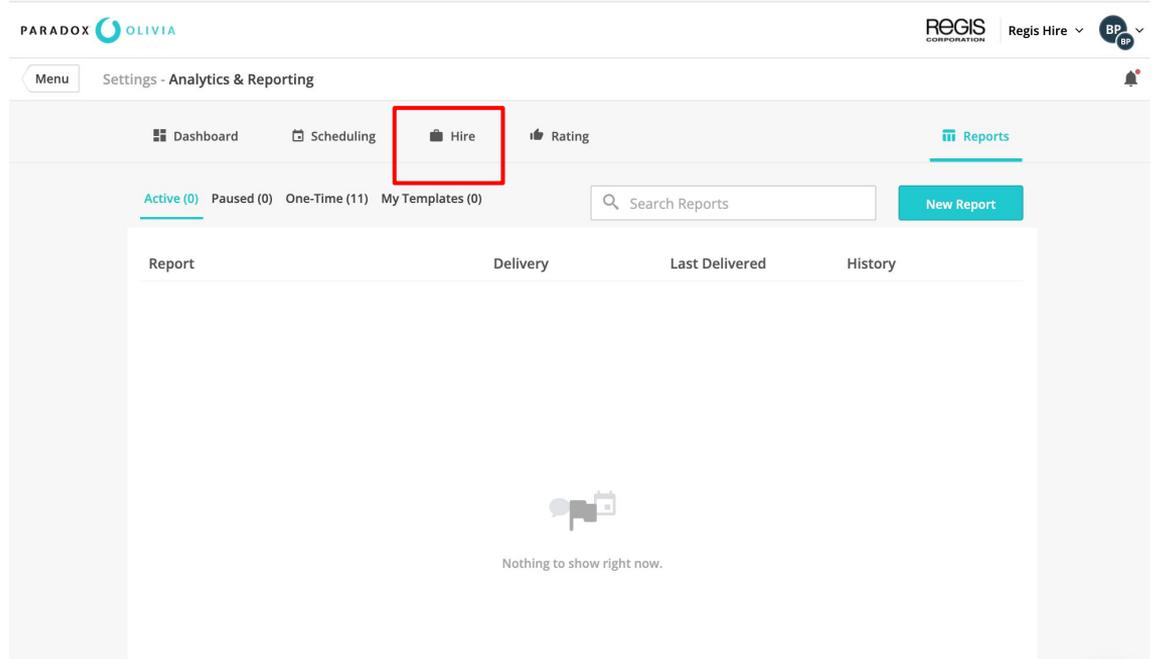
- BP Brooke Parker**
Hiring Manager 
- AS Ashlynd Sessions**
Hiring Manager
- BB Ben Bromberg**
Full User - Edit Everything
- JK Jennifer Kangas**
Company Admin
- LM Lameck Muaka**
Hiring Manager
- SO Sonya Oronzo**
Company Admin

PARADOX 

Reporting & Analytics

Hire Dashboard

1. Menu
2. Settings icon 
3. Analytics and Reporting
4. Hire



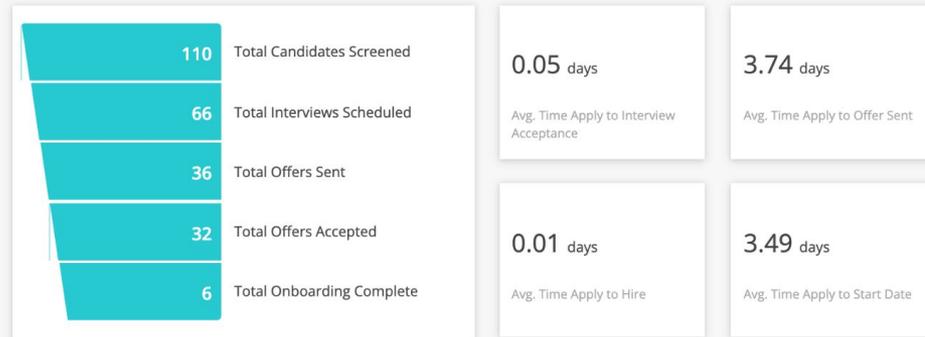
The screenshot displays the 'Hire Dashboard' interface. At the top left, the 'PARADOX OLIVIA' logo is visible. On the top right, there is a 'REGIS CORPORATION' logo, a 'Regis Hire' dropdown menu, and a user profile icon labeled 'BP EP'. Below the header, a navigation bar contains a 'Menu' button and the text 'Settings - Analytics & Reporting'. The main navigation area includes 'Dashboard', 'Scheduling', 'Hire' (highlighted with a red box), and 'Rating'. A 'Reports' section is also present with a 'New Report' button. The main content area shows a table with columns for 'Report', 'Delivery', 'Last Delivered', and 'History'. The table is currently empty, with a message 'Nothing to show right now.' and a calendar icon below it.



Hire Dashboard

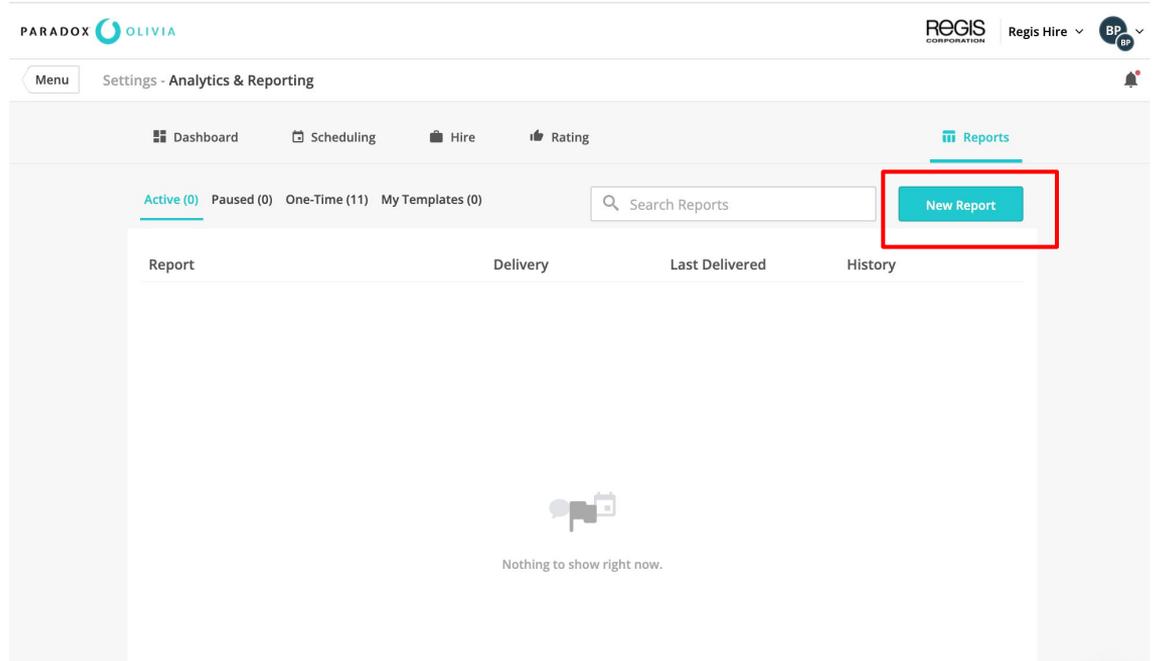
 Export Data  Year to date  Add Filter

Candidate Journey Overview



Reports

1. Menu
2. Settings icon 
3. Analytics and Reporting
4. New Report +



The screenshot shows the Paradox Olivia interface. At the top left, the logo reads "PARADOX OLIVIA". On the top right, there is a "REGIS CORPORATION" logo, a "Regis Hire" dropdown menu, and a user profile icon labeled "BP EP". Below the header, a navigation bar contains a "Menu" button and the text "Settings - Analytics & Reporting". A secondary navigation bar includes icons for "Dashboard", "Scheduling", "Hire", "Rating", and "Reports" (which is highlighted in blue). Below this, there are filters for "Active (0)", "Paused (0)", "One-Time (11)", and "My Templates (0)", along with a "Search Reports" input field. A red rectangular box highlights a teal "New Report" button. Below the filters and search field, a table header is visible with columns for "Report", "Delivery", "Last Delivered", and "History". The main content area is currently empty, displaying a "Nothing to show right now." message with a calendar and speech bubble icon.



Reports

5. **Select Parent Level Reporting**
(running reports across brands)
Or reports just on one brand

PARADOX OLIVIA

VIKIE AGRAWAL - Style America

Menu Analytics & Reporting - New Report

Back to Analytics & Reporting

1 Configuration

2 Delivery

3 Summary

Configuration
Determine what metrics will be generated by this report.

Run reports across all brands/accounts?

Account under Supercuts : ▾

Search for account name

- Select All
- Template: Supercuts (Regis Hire)
- GG Enterprises (Regis Hire)
- The G & C Robins Company (Regis Hire)
- Rachlin Enterprises - Supercuts (Regis Hire)

Next



Reports

6. **Select Report Category & Type**
(hover over icon to view fields
On the report)

PARADOX OLIVIA

REGIS CORPORATION | Regis Hire | BP

Menu Analytics & Reporting - New Report

← Back to Analytic...

1 Type

2 Fields

3 Delivery

4 Summary

Type
Determine what type of report will be generated.

Back Next

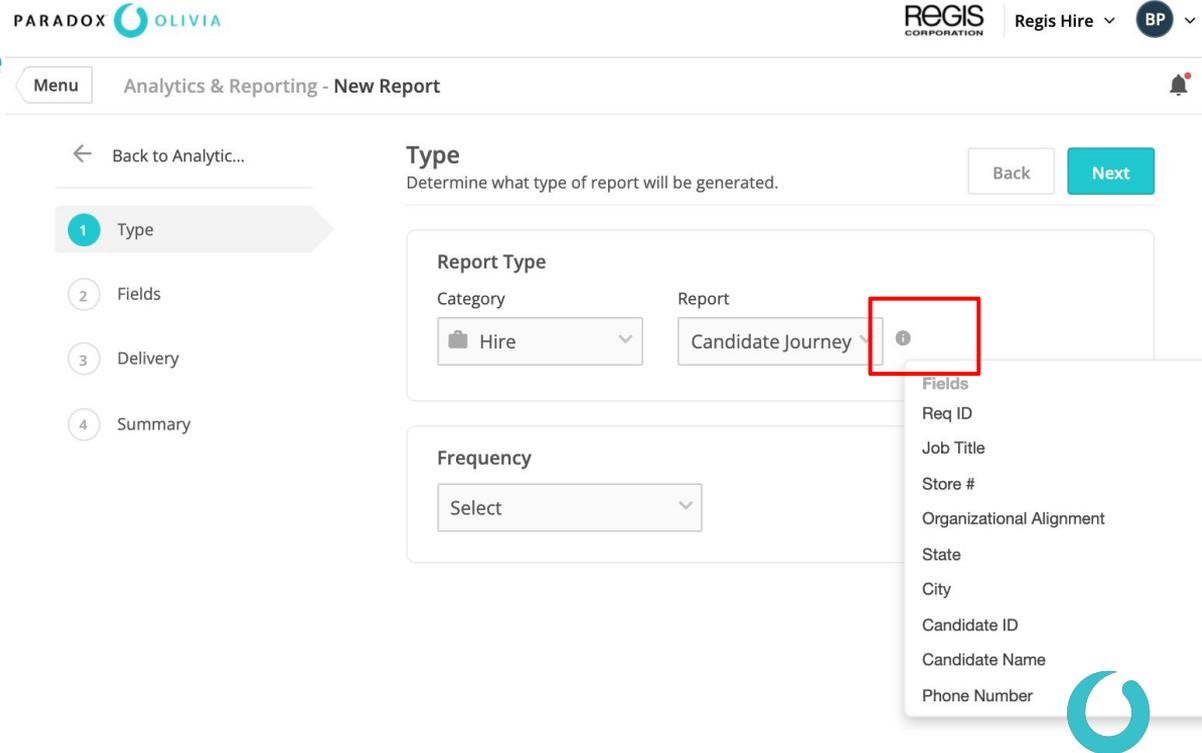
Report Type

Category: Hire

Report: Candidate Journey

Fields

- Req ID
- Job Title
- Store #
- Organizational Alignment
- State
- City
- Candidate ID
- Candidate Name
- Phone Number



Reports

7. Select frequency (one time or recurring reports)

PARADOX OLIVIA

REGIS CORPORATION | Regis Hire | BP

Menu Analytics & Reporting - New Report

← Back to Analytic...

1 Type

2 Fields

3 Filter

4 Delivery

5 Summary

Type
Determine what type of report will be generated.

Back Next

Report Type

Category: Hire

Report: Candidate Journey

Frequency

One-time

Frequency

- One-time ✓
- Send daily
- Send twice per week
- Send weekly
- Send every 2 weeks
- Send monthly



Go-Live & To Do's

When is my team “live” with Olivia?!

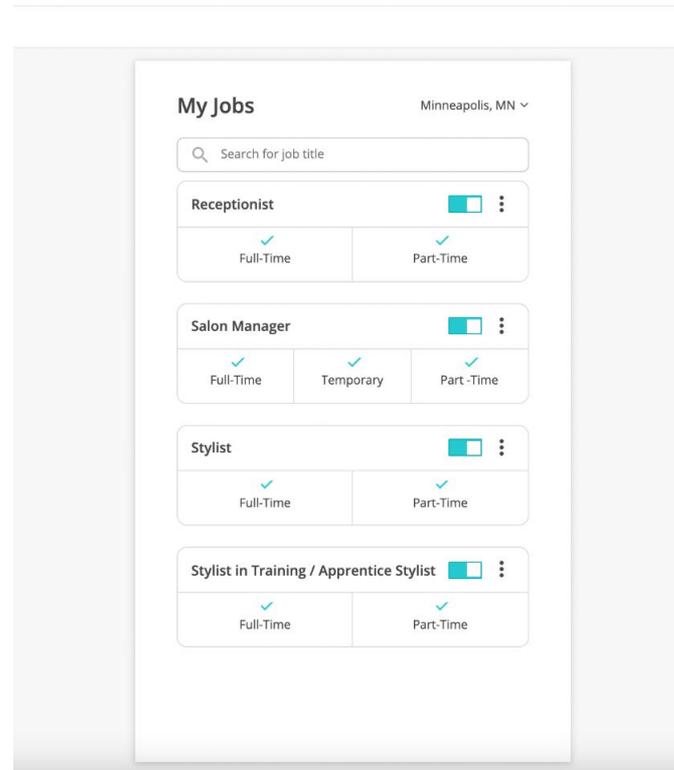
Notice of Confidentiality: This document contains proprietary information on Paradox, Inc. products and services that is intended only for the use of the client's named herein and its affiliates. This document shall not be duplicated, used or discussed in any way other than for evaluation of recommendation.



After company admins attend this training, and after your employees attends the Salon Manager training, you have the tools to “go-live”!

Toggling “on” your jobs will activate Olivia’s job posting links.

We recommend ensuring your team (both managers & admins) have completed their To-Do’s and attended training before toggling on your jobs by location



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Post Training To Do's

Audit Account

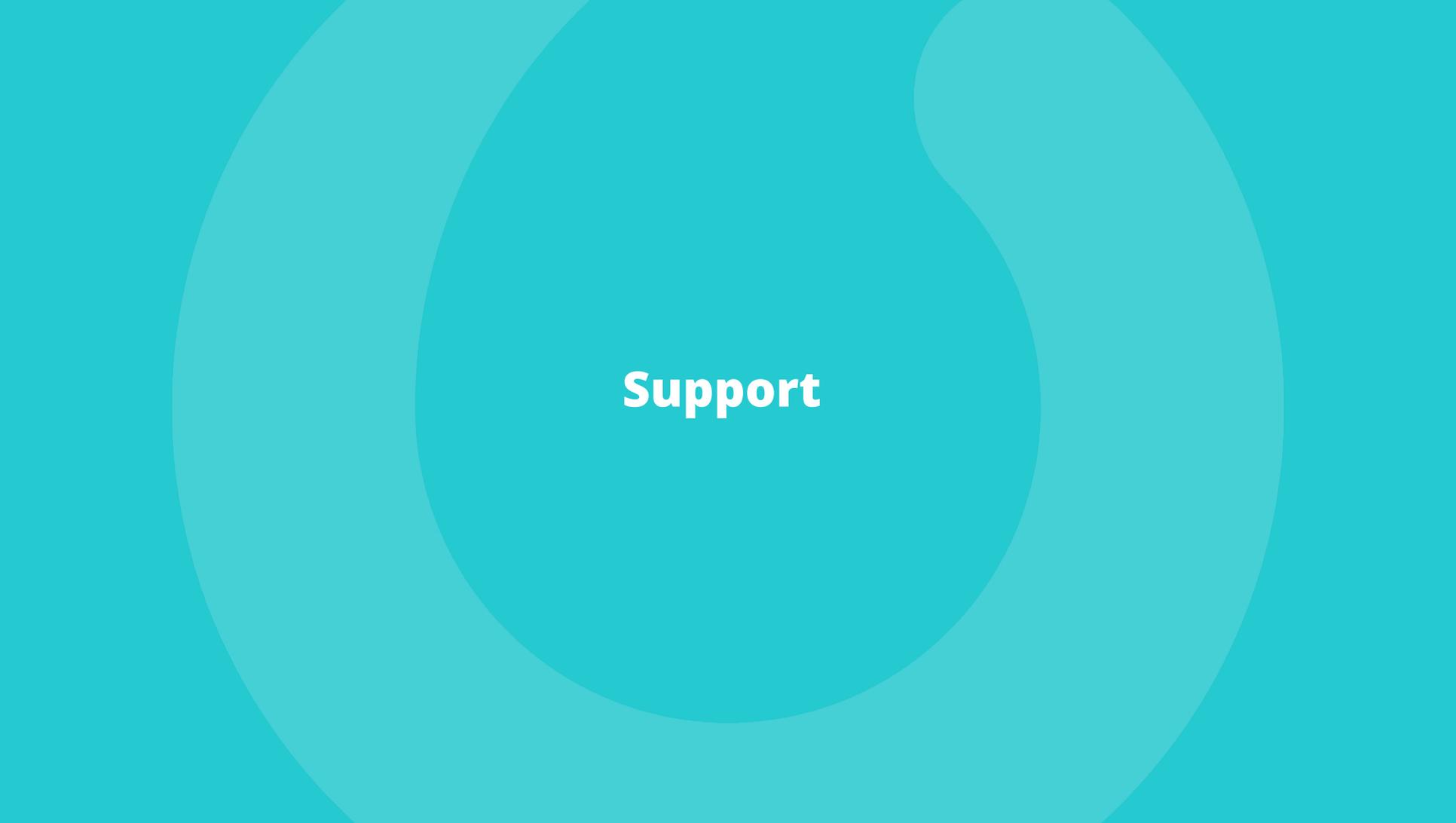
- **Ensure correct users are added and assigned to the right locations**
- **Ensure users have completed their To-Do's from Salon Manager Training**

Edit Forms

- **Contact Trust if you're interested in a i9 or WOTC integration**
- **Upload onboarding forms** (if applicable)
- **Adjust offer letter** (if applicable)
- **Adjust job descriptions or initial interview type/duration per job** (if applicable)

Go-Live

- **Give notice to Talentreef** (if applicable)
- **Turn jobs on/off by location**
- **Begin advertising Olivia**

The image features a solid teal background. Overlaid on this are several overlapping circles of varying shades of teal, creating a layered, abstract effect. The circles are centered around the middle of the frame. In the center of the composition, the word "Support" is written in a clean, white, sans-serif font.

Support

Support

1

Review this training guide & video

2

Check the paradox help portal (menu > help)

3

Attend our live support zoom hour

4

Contact regis@paradox.ai
Email with franchise owners name!

5

Attend another training session

Thank you!

If you have any questions, please contact regis@paradox.ai