



Press Release

TP Specialized Services company PSG Global Solutions launches digital recruiter Anna AI to help staffing organizations drive recruitment at scale

Powered with advanced AI, new Anna AI has shown up to a 2.5x increase in recruitment capacity and up to a 4x increase in hires

Paris, June 11, 2025 – [Global digital business services leader TP](#), today announced that its Specialized Services subsidiary, [PSG Global Solutions](#) (PSG), a leading provider of Recruitment Process Outsourcing (RPO), has launched Anna AI, an advanced digital recruiter built to empower staffing organizations and talent acquisition teams to scale efficiently and deliver exceptional hiring outcomes. Powered by PSG's proprietary platform and best-in-class large language models, Anna AI is designed to significantly boost recruiter productivity and improve hiring outcomes — all while maintaining the highest standards of compliance and candidate experience.

A Smarter, Scalable Solution for End-to-End Hiring

[Anna AI supports the full recruitment lifecycle](#) — from sourcing and screening to scheduling, interviewing, and onboarding. Anna AI conducts interviews autonomously, understands natural language (including tone and intent), and tailors conversations to each candidate's profile. The result is a consistently high-quality, engaging experience for every applicant.

By automating repetitive tasks and augmenting recruiter capabilities, Anna AI allows human recruiting teams to focus on strategic, high-value activities while maintaining a personalized, brand-aligned candidate journey.

Human-Led, AI-Powered Recruitment

Anna AI integrates seamlessly with Human-in-the-Loop (HITL) processes, ensuring that automation drives scale and efficiency, while critical decisions remain people-led.

Key features and benefits:

- **Scalable & Always-On:** Conducts unlimited interviews and screenings simultaneously, 24/7, across all time zones.
- **High-Impact Results:** Early data shows an up to 2.5x increase in recruiter capacity and an up to 4x increase in daily hires.
- **Customizable Experience:** Fully configurable to reflect each employer's brand voice and recruiting strategy across channels including voice, chat, email, and SMS.
- **Integrations with PSG and TP's broader tech capabilities:** Anna AI leverages sentiment analysis technologies and candidate experience measurement technologies to improve on a human-only recruiting experience.

"Anna AI is not just another AI tool — it is a transformational solution for how recruiters engage, evaluate, and hire at scale," said Dave Bethea, President and CEO at PSG. "The strong early results and enthusiastic client feedback confirm that Anna is setting a new standard for the future of recruiting."

tp.com

With features like multilingual capabilities, compliance with GDPR, HIPAA, EEOC, and TCPA standards, and continuous innovation based on NIST AI guidelines, Anna AI is redefining what is possible in recruitment technology.

###

ABOUT TELEPERFORMANCE GROUP

Teleperformance (TEP – ISIN: FR0000051807 – Reuters: TEPRF.PA - Bloomberg: TEP FP), is a global leader in digital business services which consistently seeks to blend the best of advanced technology with human empathy to deliver enhanced customer care that is simpler, faster, and safer for the world's biggest brands and their customers. The Group's comprehensive, AI-powered service portfolio ranges from front office customer care to back-office functions, including operations consulting and high-value digital transformation services. It also offers a range of specialized services such as collections, interpreting and localization, visa and consular services, and recruitment process outsourcing services. The teams of multilingual, inspired, and passionate experts and advisors, spread in close to 100 countries, as well as the Group's local presence allows it to be a force of good in supporting communities, clients, and the environment. In 2024, Teleperformance reported consolidated revenue of €10,280 million (US\$11 billion) and net profit of €523 million.

Teleperformance shares are traded on the Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: CAC 40, STOXX 600, S&P Europe 350, MSCI Global Standard and Euronext Tech Leaders. In the area of corporate social responsibility, Teleperformance shares are included in the CAC 40 ESG since September 2022, the Euronext Vigeo Euro 120 index since 2015, the MSCI Europe ESG Leaders index since 2019, the FTSE4Good index since 2018 and the S&P Global 1200 ESG index since 2017.

For more information: www.tp.com.

CONTACTS

FINANCIAL ANALYSTS AND INVESTORS

Investor relations and financial
communication department
TELEPERFORMANCE
Tel: +33 1 53 83 59 15
investor@teleperformance.com

PRESS RELATIONS

Europe

Karine Allouis – Laurent Poinso
IMAGE7
Tel: +33 1 53 70 74 70
teleperformance@image7.fr

PRESS RELATIONS

Americas and Asia-Pacific

Nicole Miller
TELEPERFORMANCE
Tel: +1 629-899-0675
tppublicaffairs@teleperformance.com

tp.com