



TALVIEW

RM<sup>TM</sup>

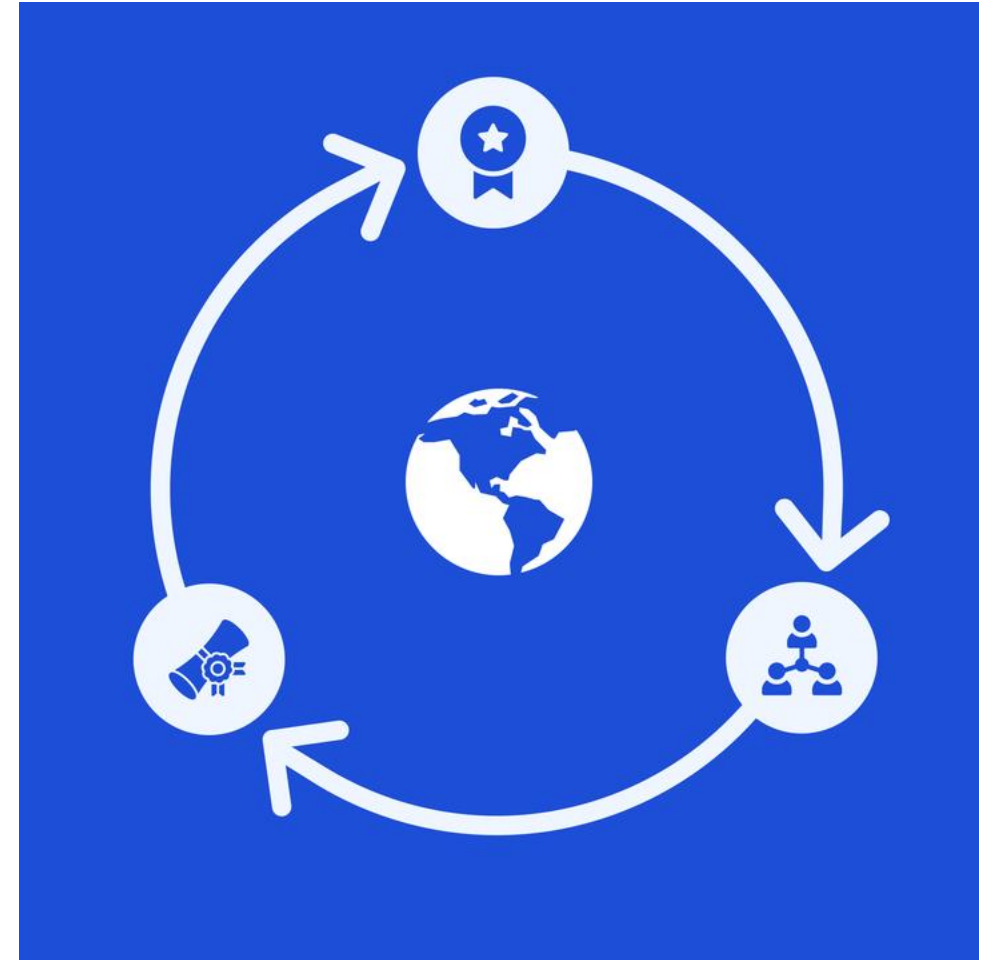
# Reducing Exam Stress: AI Agents vs Human Proctoring

# The Talview and RM Relationship

Trusted partners with leading, global platforms

Strategically align to create a smooth experience for awarding organisations and candidates

Constant innovation to offer secure, high-quality assessments



# Our Speakers



**Anna Hinchliffe**  
Senior Proposition Manager



**Sanjoe Jose**  
CEO & Co-Founder



# Poll Slide – What are you hoping to find out more about today?

How AI proctoring can support global growth

Where using AI can lower your costs

What AI means to your human proctoring solution

What effect AI proctoring will have on your candidate experience

Something else? Please drop it in the Q&A box



# Causes of Stress in Students



**Lack of familiarity  
with the online exam  
format**

**Technical difficulties  
and connectivity issues**

**Untrained Proctors**

**Remote  
Proctoring**

**Continuously being  
monitored**

**False cheating  
alerts**

# Evolution of Proctoring



# Success of Customer Service GenAI Bots

H&M uses generative AI to help shoppers find clothing and accessories, reducing response times by **70%** and enhancing customer experience.

ClickUp, an all-in-one productivity tool, resolves over **50%** of their customer interactions through their Gen AI chatbot.



# Difference Between Chat Bots and AI Agents

## Chat Bots

- Limited to answering questions and providing information.
- Trained using pre-defined rules and decision trees.
- Follow scripted conversations.
- Typically handle simple decision-making processes.
- Provide basic personalization based on keyword recognition

## AI Agents

- **Think ChatGPT**
- Can perform more complex tasks, such as analyzing information, making decisions, and taking action.
- Uses Large Language Models (LLMs) and Natural Language Processing (NLP) to learn from user interactions and data analysis.
- Can understand the context of a conversation and adapt their responses. AI agents can also handle ambiguous queries and switch contexts smoothly.
- Tailor responses to individual users.





# Proctoring Online Exams

### Traditional Remote Proctoring

- Tracks and records candidates' activity and flags events for post event review.
- Detects only configured activities- face/phone etc
- Less scalable and cost-effective due to post event review.
- Can be only used for low-medium stake exams.
- Candidates need external means for receiving support.

### AI Proctoring Agent

- Bringing GenAI solution powered by LVMs to Remote Proctoring
- Human like vision capabilities across multiple feeds with higher accuracy.
- Detects most suspicious activities with high consistency.
- Can be used 24x7 for all format of exams including high stakes exam.
- Agent also provides in-session candidate support.

# Benefits of AI Proctoring Agents

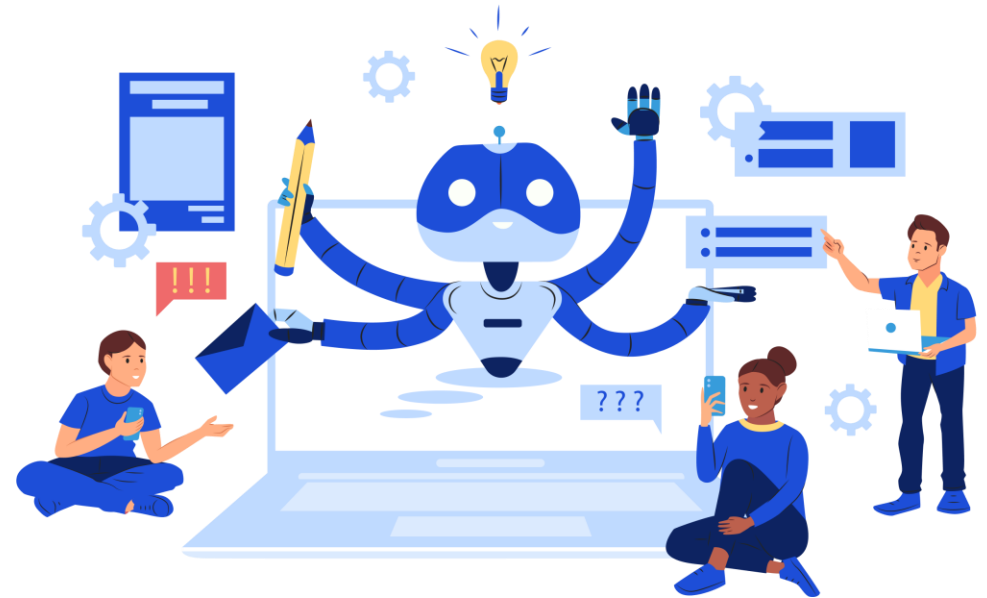
Can detect **8 times** more suspicious flags than traditional automated proctoring methods

AI agents can manage entire exam sessions on their own **without any human intervention** for support or reviews.

Continuous and **consistent (98% flag accuracy)** monitoring with real-time issue resolution without disrupting the exam.

Seamlessly integrates with **multiple feeds**- camera, screen, and audio etc, monitoring and instantly flagging suspicious actions.

Monitors large cohorts with exceptional accuracy making with **high scalability**.



# What are Flags?

Flags are alerts which are raised when an unusual activity is detected by the system during an ongoing exam.

Flags are configurable by an organization depending on the stake and requirement of the exam.

You can set up alerts to notify candidates about specific activities and control how many times these alerts are sent.

Any suspicious activities identified during the session are reviewed by certified proctors to maintain fairness.



# What are Flags?

## Candidate View

Hide timer01:15:00

Question 1 of 30Mark for reviewInstructions

Select the best option

1

A consignment was on its way across the border but during a medical test at a checkpoint, it was found that the driver had tested positive for a disease. So, he was transferred to a quarantine centre by the local authorities. The truck containing the goods was parked at a parking lot. The customers are in urgent need of the goods. What will the owner do?

2

3

4

5

6

7

8

9

10

11

12

13

14

15

Sanitize the goods and resume the journey to the customer by hiring a local driver.

☐ Send another driver to the truck to bring the goods back.

☐ Let the truck be where it is as moving it would involve a lot of paperwork.

☐ Let the local authorities decide.


Clear selection

Submit all & Finish

Next question →

## Proctor View

Preview IndexLow



00:00:00Session joined

00:10:16Window Focus-Out

00:30:12Book detected

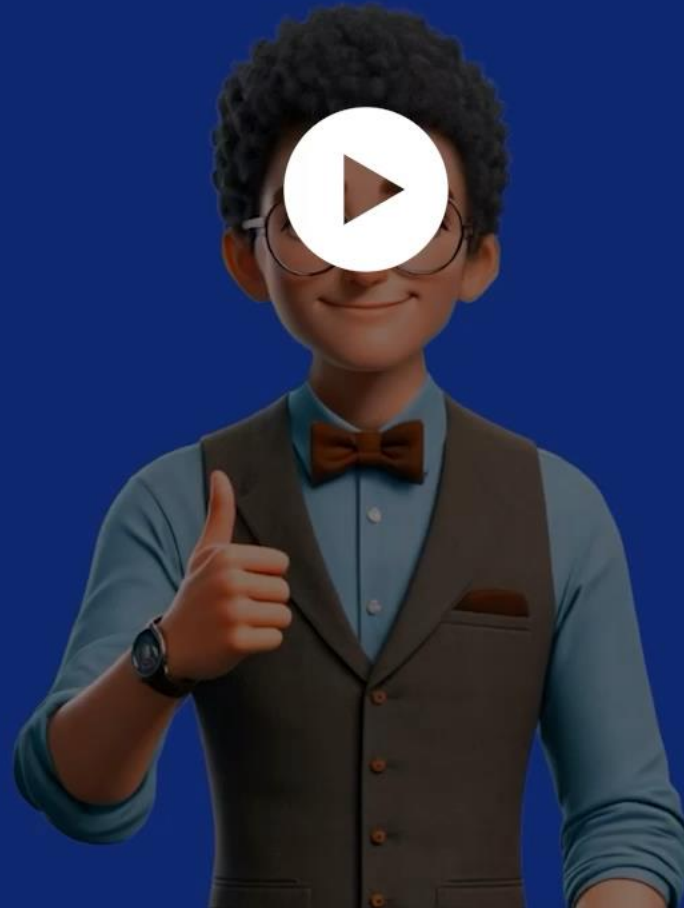
00:44:17Face not detected

00:52:00Session Completed

TALVIEW



# Alvy - World's First AI Proctoring Agent



# Poll Slide – What do you do to prepare your students for digital assessment?

Hands on access to tools

Videos

Written material

Nothing

Something else? Please drop it in the Q&A box



# How to Prepare Your Students in Advance

Send a detailed test-taker guide, so candidates know what to expect and how to prepare for the exam.

Share practice tests before exam to familiarize candidates with the test experience.

Guidelines on how to prepare the system before the exam like – browser requirements, OS, minimum RAM and internet speed etc.

A list of do's and don'ts during the exam which can raise flags.





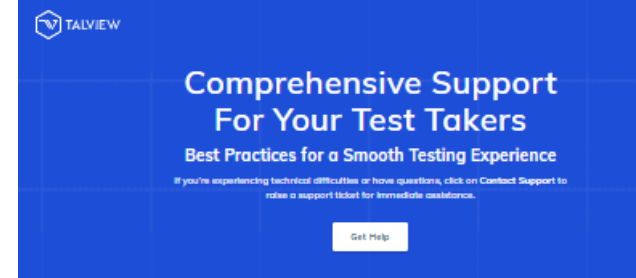
# Talview Test Taker Guide

<https://www.talview.com/en/test-taker-guide>

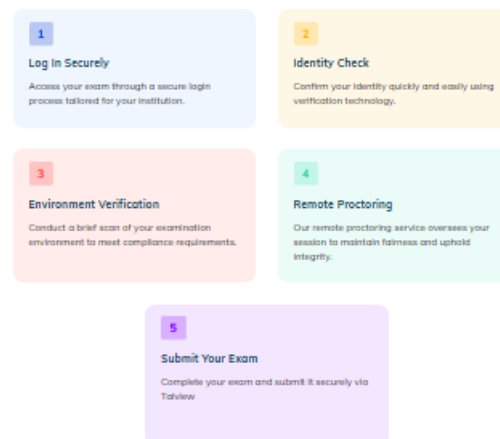
Common information candidates need for an exam

Uses as a framework and customise for your specific test environment

24x7 help while candidate prepares for exam



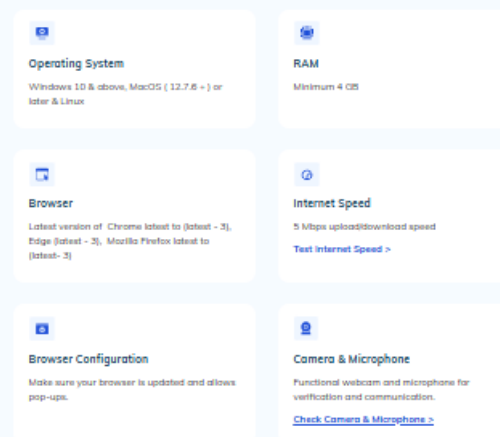
## Talview Guide for Your Exam Journey



## Before the Exam: Setting Up for Success

### Check System Requirements

Ensure that your device meets the following specifications



## Do's and Don'ts During the Exam

### Do's:

- ✓ **Use a Valid ID for Verification**  
Keep your government-issued ID handy for the identity verification process.
- ✓ **Choose a Quiet Environment**  
Select a distraction-free room with good lighting to avoid interruptions.
- ✓ **Position Yourself Properly**  
Sit in a well-lit space, with your face clearly visible to the camera at all times.
- ✓ **Check Your Internet Connection**  
Ensure you have a stable internet connection throughout the exam.
- ✓ **Communicate with Proctors if Asked (only Live Proctoring)**  
Respond to proctor instructions if they reach out for a clarification or room scan.
- ✓ **Stay Calm**  
Take a deep breath if you feel nervous. The proctor is there to help, not to judge.

### Don'ts:

- ⊘ **Look Away from the Screen**  
Keep your focus on the test. Avoid looking around or covering your face, as this may be flagged.
- ⊘ **Use Unauthorized Materials**  
Do not use textbooks, notes, mobile phones, or any external devices unless explicitly permitted.
- ⊘ **Talk to Anyone**  
Avoid speaking out loud or communicating with others in the room. This will be flagged as suspicious.
- ⊘ **Leave the Exam Area**  
Stay seated throughout the exam session. Leaving your seat without permission may result in disqualification.
- ⊘ **Use Multiple Screens**  
Using dual monitors or connecting to external devices is prohibited unless stated otherwise.
- ⊘ **Forget to Close Unnecessary Applications**  
Close all non-essential applications to prevent notifications or pop-ups from disrupting your session.

## Getting Ready for Your Exam



## During the Exam: What to Expect



### Proctor Communication

If live proctored then the proctor may communicate or candidate can request for assistance to the call or chat function

Proctors may send messages, instructions etc during the session so they need to look out for them

Proctors are trained on the process and candidates need to follow adhere to the instructions

Maintain a Quiet Environment

Stay Focused

Ensure Proper Lighting

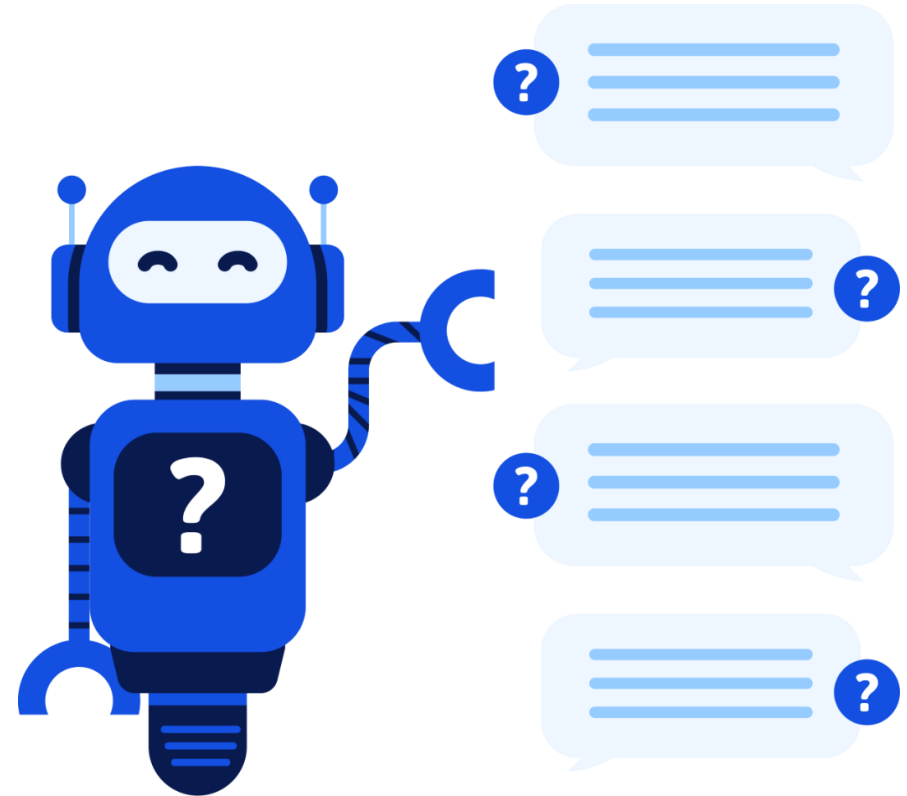
# AI Agents Improving Student Experience

With the absence of human proctor, candidates can be relaxed without worrying about a stranger watching them constantly.

AI Agents provide continuous support from login to submission, actively assisting candidates throughout the entire exam process.

Higher accuracy, consistency and zero delay replies put candidates at ease.

In the event of candidate facing unexpected issues, Agents can process responses from test taker empathetically and will use best practices



# An Inclusive Solution

Visually impaired test-takers can have assistance during the test.

Specially abled test-takers can request to be live proctored.

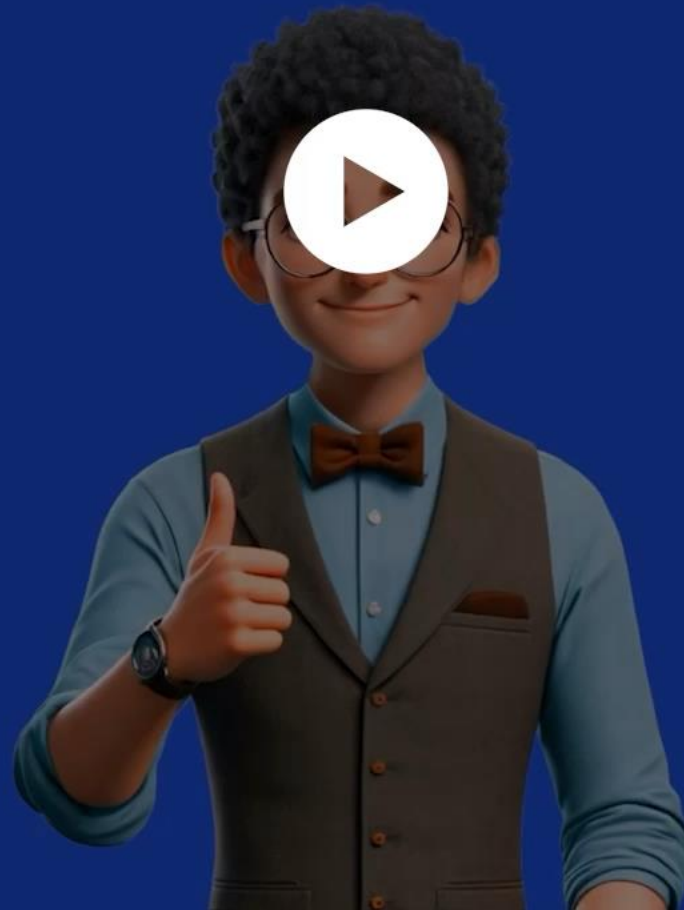
Neurodiverse test-takers are allowed a fidget toy, to keep them calm during the exam.

Test-takers can request additional time and take breaks if they're unable to complete the entire session in one go.





# Alvy - World's First AI Proctoring Agent



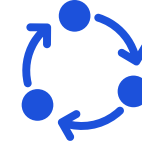
# Next Steps



Integrated candidate  
experience



Candidate onboarding  
and support



Process alignment



Assessment  
expertise



Regular strategic  
alignment

[DigitalAssessment@rm.com](mailto:DigitalAssessment@rm.com)  
[marketingteam@talview.com](mailto:marketingteam@talview.com)

# Thank you