



Recruit and Hire **SUPERSTARS**



EMPLOYMENT TECHNOLOGIES

SIMULATION & TALENT PREDICTION

3 SIMPLE CHANGES: How a global contact center hires top talent in half the time

EVERY ORGANIZATION WANTS TO HIRE SUPERSTARS. **THIS CONTACT CENTER DOES IT!**

A leading global customer service provider had a problem: Time-to-hire.

Their existing employee screening process was lengthy and labor intensive. With more than 13,000 agents worldwide, they couldn't keep up with their demanding hiring needs.

After making 3 simple changes to their screening process, the company saw immediate results. These results were tracked in a 3-month study, and here's what they found:

WHAT THEY WANTED

- Faster time to hire

WHAT THEY GOT

- Faster Time-to-Hire
- Lower Cost
- Pipeline of Top Applicants
- Better Employees
- More Superstars

COMPARISON STUDY

- 3-MONTH STUDY
- 3 CENTERS USED PREVIOUS PROCESS
- 3 CENTERS USED NEW PROCESS
- MORE THAN 5,300 APPLICANTS SCREENED

**“WE’VE CUT THE
TIME NEEDED TO
PROCESS APPLICANTS
BY 50%...AND WE’RE
SELECTING BETTER
CANDIDATES.”**

SENIOR VICE PRESIDENT
AND GENERAL MANAGER

FASTER. BETTER. THEIR RESULTS



MORE PEOPLE

33% more new hires within the same time period



LESS TIME

50% reduction in processing time and associated costs



BETTER APPLICANTS

30% increase in passing rate among applicants invited for on-site interviews



47%
PASSING
RATE



61%
PASSING
RATE

THE BEST AGENTS

Twice as many weekly superstars identified among new hires



■ Previous applicant screening process

■ New applicant screening process

HOW THEY DID IT.

3 SIMPLE CHANGES



CHANGE 1 EMPLOYMENT BRANDING

The first change the contact center made was to add a custom realistic job preview.

Their EASy Job Preview gave them an engaging way to share their story, outline key job expectations, and highlight why their contact center was a great place to work.

The online preview was easy to implement and offered consistency, affordability, and flexibility.

HOW YOU CAN DO IT.

To attract and retain top talent, be candid. Outline both the rewards and challenges of the job. Share your company goals and vision.

People that have a clear understanding of the job report higher job satisfaction, perform better, and stay longer.

CHANGE 2 INTERVIEW AUTOMATION

The company welcomed a switch from their prescreening phone interview to an EASyView virtual online interview.

Applicants loved the new virtual interview because it was more convenient—they could complete it anytime, anywhere.

Recruiters loved that they got key information about each applicant without making a single call.

HOW YOU CAN DO IT.

Still using phone or in-person screening interviews? We have good news.

Automating this early phase of the screening process significantly reduces time- and cost-to-hire. Building a pipeline of top applicants is a nice bonus!

CHANGE 3 SIMULATION

The contact center was already using a standard assessment, but the test wasn't delivering the results they needed.

They made the easy switch to the award-winning EASy Simulation® for Contact Center Agents. By immersing applicants in the demands of the job and real-world customer interactions, the contact center saw immediate and dramatic results.

HOW YOU CAN DO IT.

Ready to hire Superstars? EASy Simulations deliver unparalleled accuracy in pinpointing great people, fast.

Our simulations are easy to use and typically pay for themselves in turnover cost savings alone.

Gain **HIRE CONFIDENCE®**

Contact us today for you **FREE** demo!

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