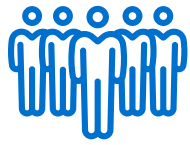




Success Story

How a large call center improved employee **retention** and **performance** and increased **productivity** that could yield an additional \$32,000 in revenue per month by implementing a customized **assessment solution**.

CLIENT



More than **1,000** employees



National organization with a **large** call center

Business Needs



Improve employee performance and reduce involuntary termination rate



Improve retention among top performers and reduce voluntary term rate



Ensure sufficient applicant flow to avoid screening out too many potential employees



Create a brief assessment tool that provides a positive candidate experience and realistic job preview



Solution



Led leadership focus groups and completed rigorous job analysis to better understand challenges, goals, and future of key roles



Introduced an objective personality assessment tool and standardized behavioral interview guide that provided consistency to the interview process



Provided applicants with a realistic job preview to ensure they were prepared for the demands of the role



Completed a business impact study that highlighted the ROI of the assessment as a tool to predict performance and retain employees

Results

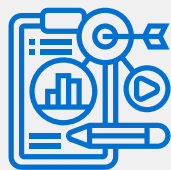
High performers on the assessment showed

10%

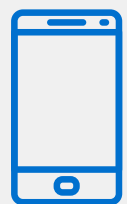
greater productivity. This results in an additional

\$32,000

per month in additional revenue per employee who scored high on the assessment.



Developed and deployed a data-backed strategy to combat turnover.



Created a positive candidate experience with a mobile - friendly assessment that takes less than 15 minutes.



Assessment recommendation resulted in sufficient applicant flow, screening out the bottom third of applicants.