What Matters When Hiring for the Contact Center?
Agenda

* Demonstration – Virtual Interview
  - Candidate
  - Recruiter
  - Team

* What Matters!

* Questions and Answers
Virtual Interviewing Results

1,400% increase in number of candidates processed.

84% improvement in time-to-fill.

67% reduction interview process time.

60+% improvement in 90-day retention.

15% increase in customer satisfaction.

84% reduction in time-to-fill.
Digital Interviewing + Predictive Analytics

Use multiple virtual assessments to select, while closing the performance loop by correlating with attrition and staff performance.
Applicants form an opinion of the company based on the hiring process experience.

Companies that act quickly are more likely to attract and hire high-quality candidates who will become engaged, high-performing employees.

Communication Matters

68% of applicants are influenced by hiring process
75% hear nothing from a hiring company
82% expect they should
40% will never apply again
48% will not buy from hiring company
56% will chronicle their negative experience

82% of companies feel a bad experience has little negative impact
52% respond to fewer than half of the applicants

Voice Matters

Phone Responses

1. Describe in detail your definition of outstanding customer service. (QID2014)
Fabiola Sajous's response is 00:26 long and was attempted 3 times.

Key KSAs

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# Results Matter - Efficiency and Outcomes

<table>
<thead>
<tr>
<th></th>
<th>Interview Process Time</th>
<th>Interview Conversion Percentage</th>
<th>Interviews During Non-Business Hours</th>
<th>Daily Recruiter Productivity (Maximum)</th>
<th>Overall Speed to Hire</th>
<th>Applicant to Hire Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before</td>
<td>9 days</td>
<td>45%</td>
<td>0%</td>
<td>100 evaluations</td>
<td>58 days</td>
<td>25:1</td>
</tr>
<tr>
<td>After</td>
<td>3 days</td>
<td>75%</td>
<td>45%</td>
<td>200 evaluations</td>
<td>45 days</td>
<td>14:1</td>
</tr>
<tr>
<td>Improvement</td>
<td>67%</td>
<td>67%</td>
<td>Infinite</td>
<td>100%</td>
<td>22%</td>
<td>44%</td>
</tr>
</tbody>
</table>

90-day “Survival Rate”

- Before HireIQ: 56%
- After HireIQ: 87%
- Improvement: 60%

FCR

- Before HireIQ: 43%
- After HireIQ: 67%
- Improvement: 56%

CSAT

- Before HireIQ: 62%
- After HireIQ: 85%
- Improvement: 37%
Candidates Dig It

Experience Ratings

Very Dissatisfied  Dissatisfied  Satisfied  Very Satisfied

100.00%  90.00%  80.00%  70.00%  60.00%  50.00%  40.00%  30.00%  20.00%  10.00%  0.00%

Accessibility  Clarity of Instructions  Ease of Use  Overall Experience

Accessibility Clarity of Instructions Ease of Use Overall Experience

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Machine Learning

**Features**
- Assessment Scores
- Emotions
- Voice Timing
- Screen Events

**KPI Outcomes**
- CSAT
- SaveRate
- Days On Job
- Operational Rating

**Candidate Score**

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