



Global BPO Significantly Improves Recruiting Process

Industry: Contact Center Outsourcer

Employees: 35,000

The Story

The ability to quickly contact and hire excellent customer service agents is key to this company's success in serving Global 1000 clients. Using InterviewIQ, the virtual interviewing platform from Hire IQ, the outsourcer improved its interview conversion percentage by 67% to better meet clients' fluctuating staffing needs (which can suddenly quadruple). InterviewIQ was first deployed for a seasonal home agent recruiting push, enabling a remarkable 7-fold increase in applicant screenings. Now it's improving home agent and call center recruitment – onshore *and* off!

The Benefits

InterviewIQ allowed this company, ranked in the Top 10 by the International Association of Outsourcing Professionals, to dramatically decrease time-to-hire and improve its interview conversion rate.

- **Larger applicant pool.** Recruiters could reach more candidates, be more selective, and respond faster to clients.
- **More screenings in less time.** Recruiters evaluated and scored each interview in a fraction of the time spent on phone screenings.
- **“Always on” convenience.** Candidates did interviews on their timetable; recruiters easily accessed and reviewed recordings.
- **Early engagement with candidates.** InterviewIQ moved them through the process before they lost interest or took another job.

Highlights

-  40% interview time reduction
-  67% cut in interview process time
-  100% gain in recruiter output
-  22% faster speed to hire
-  44% improvement, applicant-to-hire ratio



“InterviewIQ enables us to choose from a larger pool of qualified applicants and fill open positions more quickly. It has been a valuable addition to our hiring process.”

—SVP, Talent Acquisition

Contact us to learn about InterviewIQ and other HireIQ solutions.

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www.hireiqinc.com