



Increased Recruiting Efficiencies at Leading Provider of Temporary Housing Solutions

Recruiting and educating the wrong agents is a costly mistake. As this leading provider of temporary housing solutions prepared to rapidly expand its call center from 75 agents to more than 250, it was imperative that they have an efficient and effective hiring process in place that maximized recruiter efficiency and effectiveness.

Learn how this company was able to spend less and get better with Knowlagent, optimizing frontline performance faster and more affordably than ever before:

Key Initiative

Turnover at the company had reached a rate of almost 60%. Though there was a hiring process in place, it primarily focused on basic skills – reading and typing – and not on attracting high quality candidates. The existing interviewing process was cumbersome and recruiters were spending too much time interviewing and hiring candidates who were not a good fit. Recruiters needed a concrete hiring process to identify quality candidates who could perform the job well while at the same time maintaining the company's commitment to outstanding customer service.

Solution

With the implementation of Knowlagent Hiring™, recruiters are now able to assess candidates' skills and voice fit before the actual interview, quickly determining which should move on to the interview phase of the process. As part of the assessment, candidates are provided with a realistic expectation of what the job entails and the types of calls they will be handling, enabling them to decide for themselves if they would be a good fit.

Impact

Before Knowlagent, recruiters at the company spent hours interviewing candidates before even knowing if they could perform the job. With the Knowlagent Hiring process, recruiters can easily define the desired characteristics and DNA for the agent role, assess candidates online, and spend their time interviewing those candidates who are most likely to succeed.

Just months after implementing the new process, the average time recruiters spent with candidates was reduced by 57%. The overall quality of candidates at the company has improved, customer service has increased, new agents are more efficient and prepared for the job, and attrition has been dramatically reduced. Today, all customer-facing employees are assessed with the Knowlagent Hiring tool.

Results at a Glance

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