

RECRUITING WITH ALORICA

Talent Matching Technology for High Volume Recruiting



Things change so often in the business world that companies need to be ready for anything. That's why our work at Alorica is more varied and specialized today than ever before. Critical to our success is matching the right applicant to the right work-type, allowing us to improve speed-to-proficiency and reduce attrition. The hiring landscape has changed; from digital transformation to the transition to work-at-home, and even to a new agile workforce. Because of this, companies must continue to focus on reducing unwanted turnover and improving candidate satisfaction.

Qualification and mapping of agents to the right programs is foundational to efficiency and success.

CHALLENGE

- Unique skillset for agents identified vs. traditional care
- Consistency and quality of hire across geographies
- Improve throughput and retention
- Virtual and distributed workforce

APPROACH

- Video based platform engages candidate with efficient UX
- Validation of the key skills needed in role
- Role play and scenarios
- Language and writing assessment scored by AI
- All candidates benchmarked against their fit to role
- Continuous, real-time learning and improvement

HOW IT WORKS



MATCHING

Bias free candidate matching through validated assessments and realistic job previews to reduce new hire attrition



CANDIDATE EXPERIENCE

An engaging online candidate application process that drives conversion and speaks to the employer brand



AUTOMATION

90% of tasks can be done faster via automation—resulting in unparalleled efficiency gains through workflow automation and system integration



DATA LEARNING

Continuous data-driven optimization to ensure up to date candidate matching and ideal process design

MEASURABLE OUTCOMES

ENABLE SELF-SELECTION Giving insight into the role itself, the day-to-day experience, the expectations, and our culture helps ensure they are “choosing” us as well as we are choosing them.


IMPROVE CANDIDATE EXPERIENCE Reducing drop-off during recruitment process and increased satisfaction by offering a fast, mobile-first and engaging experience.

REFINE FLOWTHROUGH Improving candidate selection by ensuring right fit and right requirements for the job and geography/environment at hand.


SPEED-TO-PROFICIENCY Screening for the right skillsets for that job profile in a non-subjective format.

REDUCE TURNOVER Reduce early attrition and dropout by providing a realistic job preview as mismanagement of expectations lead to early turnover.


BY THE NUMBERS

 Candidate satisfaction ratings as high as **97%**

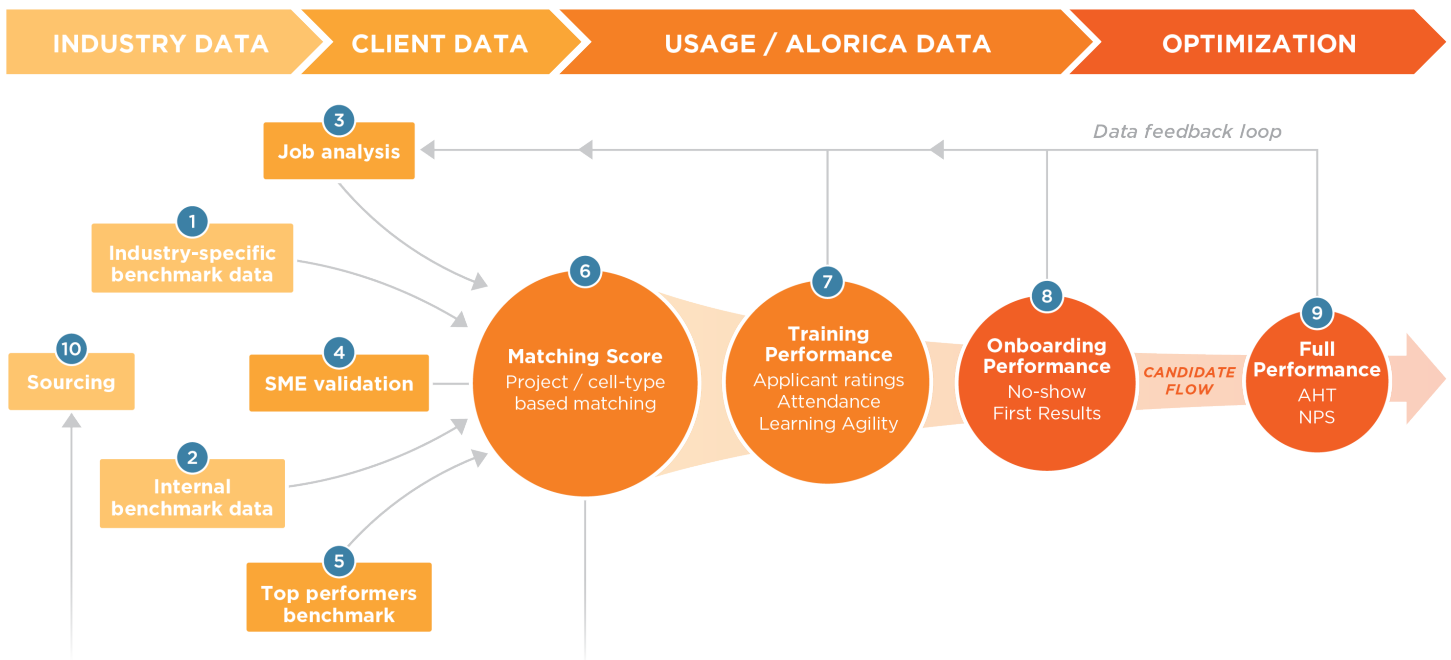
 Interview to hire ratio reduced from **14:1 to 3:1**
(number of applicants interviewed before 1 hire is made)

 Recruiter efficiency increased by **585%**

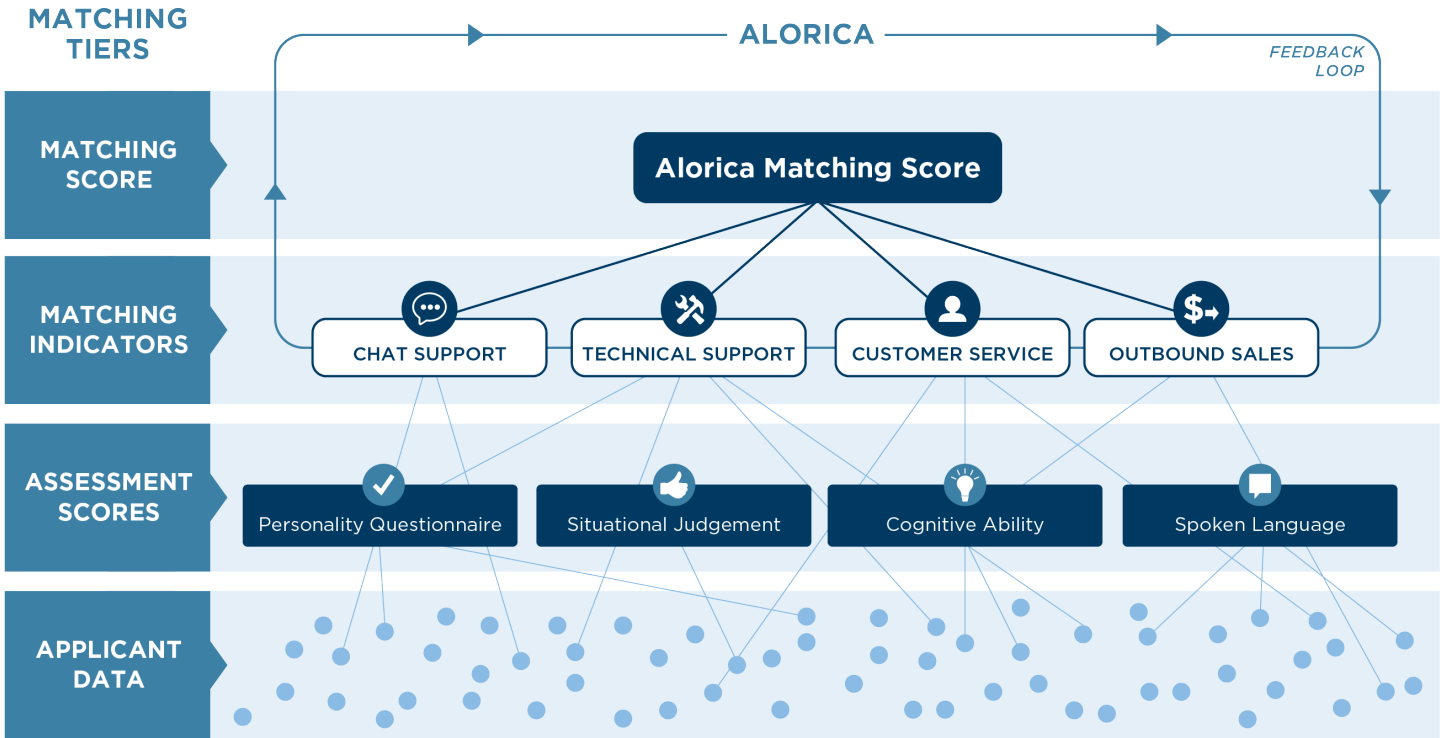
 Decreased time to hire by **40%**

 Decreased early employee turnover by **45% - 63%**

THE MATCHING METHODOLOGY



THE MATCHING METHODOLOGY



WHY ALORICA?



TECHNOLOGY FORWARD

Alorica is continuing to invest in best-in-class technology solutions to improve our business and yours.



EMPLOYEE-FOCUSED

Our agents are at the forefront of our decisions. Improving the hiring and onboarding process makes for happier, more satisfied agents.



PERFORMANCE MINDED

Aligning key skills, assessments, and check-ins throughout the onboarding process.



COMPREHENSIVE OPERATING MODEL

This is only one part of our entire operating model which includes training and performance management all connected by a culture and Hypercare process which provides real-time insights every step of the way.