

CASE STUDY

Improving new hire turnover by 33% and hiring efficiency by 41% within 6 months of launching the partnership



INDUSTRY

BPO

JOB FUNCTION

Collections Agent

PROBLEM

- High employee turnover
- Low hiring efficiency

OUTCOMES

- ✓ **41%** Hiring Efficiency Improvement
- ✓ **33%** Turnover Reduction

Background

Etech delivers next generation BPO solutions, with 3,600 employees and ten contact centers scattered across the globe.

The Challenge

Etech was experiencing particularly high turnover – especially in a hire’s first 60 days – in one of their highest volume roles (i.e., collections agent). Screening for a candidate’s likelihood of retention and fit for the role was difficult, time consuming, and costly given the high volume of applicants applying to open positions.

Partnering with Journeyfront

Etech partnered with Journeyfront to screen candidates using a pre-hire job simulation. This helped candidates understand what to expect in the job as well as assisted hiring teams in measuring the candidate’s job-related skills. Etech also launched Journeyfront’s predictive job fit assessment and interview guides/scorecards to better measure job fit. Etech took a data-driven approach to optimizing hiring over time using Journeyfront’s feedback loop.

Results

In the first 6 months of the partnership, new hire turnover (first 60 days) dropped by 33%. Significant insights began to emerge around what the successful profile of an agent was and wasn’t, allowing the organization to make evidence-based changes to their hiring process. What resulted was a hiring process that was not only efficient and effective, but that improves continually.

“Quantifiably, the candidates we’re now seeing with Journeyfront are higher caliber, which is a testament to the higher retention we’re seeing.”

– Etech VP of Operations

“Journeyfront has helped us screen out candidates more efficiently. We don’t even consider candidates who don’t complete the pre-screen.”

– Etech Recruiting Leader

41%

Increased hiring efficiency from automated screening

33%

Reduction in new hire 60-day turnover