

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 prioritization of skills over degrees, and flexible/hybrid work arrangements. 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.

CHALLENGES

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

OUR APPROACH

- Video based platform engages candidates 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: Minimizing early attrition and dropout by providing a realistic job preview as mismanagement of expectations lead to early turnover

BY THE NUMBERS



Recruiter efficiency increased by **585%**



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



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



Decreased time to hire by **40%**



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

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

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



COMPREHENSIVE OPERATING MODEL

Our award-winning approach includes training and performance management, connected by an employee-centric culture, and proprietary Hypercare process that provides real-time insights.