

# Tailored Testing Solution Implementation



## Industries

Testing

## Services Used

Web Development

## Core Technologies



### The Brief

#### Objective:

Teleperformance was in dire need of a sophisticated testing system capable of sifting through the vast number of customer service representatives they hire. The goal was to empower their recruitment team with a robust tool that would identify ideal candidates, particularly those with exceptional communication and problem-solving skills.

### The Challenge

**Complexity:** Integrating various tests and ensuring a user-friendly interface posed a dual challenge. Adapting the entire testing infrastructure to the German language within specific proficiency levels further heightened the complexity.

**User Experience:** To retain top candidates, the solution had to guarantee universal accessibility and smooth navigation, accommodating diverse applicant backgrounds.

**Instant Feedback:** For seamless operation at Teleperformance's scale, real-time result capture and immediate admin notifications were indispensable.

### The Solution

**Our Approach:** At GrowMore, we view challenges as opportunities dressed in work boots. We conducted an in-depth needs assessment with Teleperformance and conceptualised a multi-faceted testing platform that was both intricate and user-friendly.

### Key Features:

**Personalised Web Domain:** A specialised website designed to align with branding, providing an unbroken, smooth experience to the candidates.

**Two-Stage Data Capture:** Initial data collection is followed by a detailed set of questions, ensuring that the recruiters receive multidimensional insights into each candidate's capabilities.

**Randomised Question Pool:** Each test undergoes randomisation, effectively countering any potential cheating and maintaining the integrity of the assessment.

**Live Metrics:** A real-time metrics dashboard was integrated for instant data capture, empowering recruitment team to make informed decisions swiftly.

### The Impact

**Streamlined Talent Pipeline:** With the aid of real-time analytics and data-driven insights, the talent pipeline's effectiveness saw a monumental 57% improvement.

**Boost in Quality Hires:** The solution led to a 43% uptick in high-caliber hires that met or even exceeded the benchmark criteria, significantly enhancing operational prowess.

**Increased Operational Efficiency:** By incorporating a streamlined testing solution, the time-to-hire was trimmed by an impressive 26%, making for faster and smarter recruitment cycles.

57% Effectiveness

43% Uptick in high-caliber hires