

Case Study: Issue Resolution & Attrition  
Industry: Telecommunications

Issue Resolution  
Increased by 9%

60-day  
attrition  
down 60%

#### Background

A major US-based BPO partner focused on the Healthcare and Telecommunications industries sought to increase frontline talent retention and improve their per call resolution rates. The client had been using standard pre-hire assessments, but felt that these weren't helping them identify the top performers from their talent pool. However, the client had very limited resources to fund making changes to their process. They needed to find a solution that would quickly pay for itself. An additional challenge was that previous technology deployments had been considered 'painful' and the client was nervous about any solution that would be complex.

#### Solution

Evolv introduced the client to Data Driven Workforce Selection, a proprietary method to pinpoint the traits, attributes, motivation and skills that make employees great. Evolv collaborated with the organization's key stakeholders, including human resources, operations and training groups. By keeping all the stakeholders involved with the deployment, Evolv's project management team made the process simple and painless for the client. In addition, Evolv looked at the entire recruiting and onboarding process, from sourcing through training. Evolv worked with the client to prepare for the changes that greater selectivity would have, including an increased need for candidate flow, and a faster moving, more automated recruiting process.

#### Results

The results were clear upon deployment, as new hire and training attrition dropped significantly. Over time, the real impact of Evolv's data driven workforce selection became even more clear. Customer Issue Resolution, a key metric, increased by 9%, resulting in higher customer satisfaction and lower call volume. The company also saw increases in adherence and drops in average handle time. Perhaps most remarkably, 60-Day Attrition decreased by 60%, as Evolv accurately identified those employees who would succeed at the job and stay on the job..