



Modern Hire



Scaling Data-Driven Candidate Insights:  
**Modern Hire Transforms Hiring for  
Enterprise Call Centers**



Hiring customer service agents hasn't become any easier in the last few years. The disruption of the pandemic, digitization of call center workplaces, and the rising expectations of customers are just some of the factors that make it so challenging to find, hire and retain good customer service talent.

Modern Hire is transforming call center hiring to help enterprises respond. With trusted science and proven technology, Modern Hire enables call center recruiters to expertly identify and engage best-fit candidates and achieve faster speed to hire than ever. Our intelligent hiring platform can meet the needs of every step of your hiring process.



# WHY CALL CENTERS PARTNER WITH MODERN HIRE

## AUTOMATION

Modern Hire's automated workflows drive speed and efficiency without yielding on quality of hire or candidate experience. Recruiting teams that need to make thousands of hires can reach deeper into their talent pool to quickly engage hundreds of thousands of candidates with less effort and time.

## CANDIDATE ENGAGEMENT

Retail recruiters will never give up on the personal touch in hiring. With Modern Hire, you create branded, personal hiring experiences for every candidate, every role, with every workflow. Use Modern Hire advanced technology to handle the routine while you handle the relationships.

## ADVANCED SELECTION SCIENCE.

Modern Hire's science-based hiring platform offers the deepest and broadest talent intelligence available, developed for fair, ethical hiring. Our advanced hiring tools are the best in the business at predicting performance and job fit. Use Modern Hire to build your most diverse, engaged, and qualified workforce.

## ALL-IN-ONE HIRING SOLUTION

Our platform is made for configurable, seamless, end-to-end workflows across all positions in all industries, and Modern Hire's Hiring Blueprints can be your starting point. Hiring Blueprints are recommended, ready-to-go hiring templates built around scientifically validated, job-specific assessment and interview content to engage and screen, assess and interview, and evaluate and hire your top talent faster.

Call Center Hiring Blueprints offer a combined assessment and interview experience that measures the competencies we have identified as predictive of success in the following call center roles:

- Sales
- Service
- Sales and Service
- Customer Service
- Financial
- Insurance Service
- Insurance Claims
- Billing
- Collections
- Manager/Supervisor

## SEE WHAT CALL CENTER RECRUITING LEADERS SAY ABOUT MODERN HIRE

Call centers in organizations that lead their industries nationwide have partnered with Modern Hire to transform hiring. Hear from practitioners like you - the challenges they face and the innovative solutions they've found in these client stories.

## CUSTOMER CARE STARTS WITH SERIOUSLY BETTER HIRING

### AMERICAN MEDIA-SERVICE PROVIDER

Saving

# \$924,000

annually in call center new-hire retention

### FINANCIAL SERVICES CALL CENTER

Top-scoring candidates show

# 74%

greater performance on goals

### DIGITAL COMMUNICATIONS COMPANY

Recruiting team does

# 2,000

less phone screens and increases speed to hire

# AMERICAN MEDIA-SERVICE PROVIDER

## IMPROVING NEW HIRE PERFORMANCE AND RETENTION

An American media-service provider with more than 170 million paid subscribers worldwide promises stellar customer service and an exceptional employee experience. Finding great customer service representatives is critical. In the tight talent market, predictive hiring and creating fair, positive candidate experiences was the solution.

Modern Hire built a Virtual Job Tryout® to measure core competencies predictive of future CSR job success, such as judgment, culture fit, and work style. Candidates previewed the job and performed job simulations, which allowed them to assess whether job requirements aligned with their personal preferences and skills.

By hiring only top-scoring CSR candidates, the company:

- Services 2.5 million more calls/year
- Reduced customer recontact rates, driving \$850,000 in savings
- Saves \$924,000 annually in new-hire retention

**98%**

**of candidates agree they gained a better understanding of the CSR role**

**98%**

**agree they are better equipped to determine if the CSR role is right for them**

**98%**

**agree that based on their experience, they would gladly tell friends about employment in this organization**



# FINANCIAL SERVICES CALL CENTER AGENTS

## INCREASING NEW-HIRE PERFORMANCE ON GOALS

To gain an edge in the financial services market, a national bank aimed to improve its call center hiring and reduce 90-day new-hire turnover. The bank implemented data-driven with Modern Hire with a goal of identifying candidates who could deliver a superior customer experience and promote a unique brand message.

Modern Hire built a Virtual Job Tryout that assessed candidates on core competencies like emotional intelligence, multitasking, and problem-solving. Candidates who performed well on the Virtual Job Tryout achieved higher rates of work quality, sales drive, client service, generating referrals, and after-call work time.

Top candidates had:

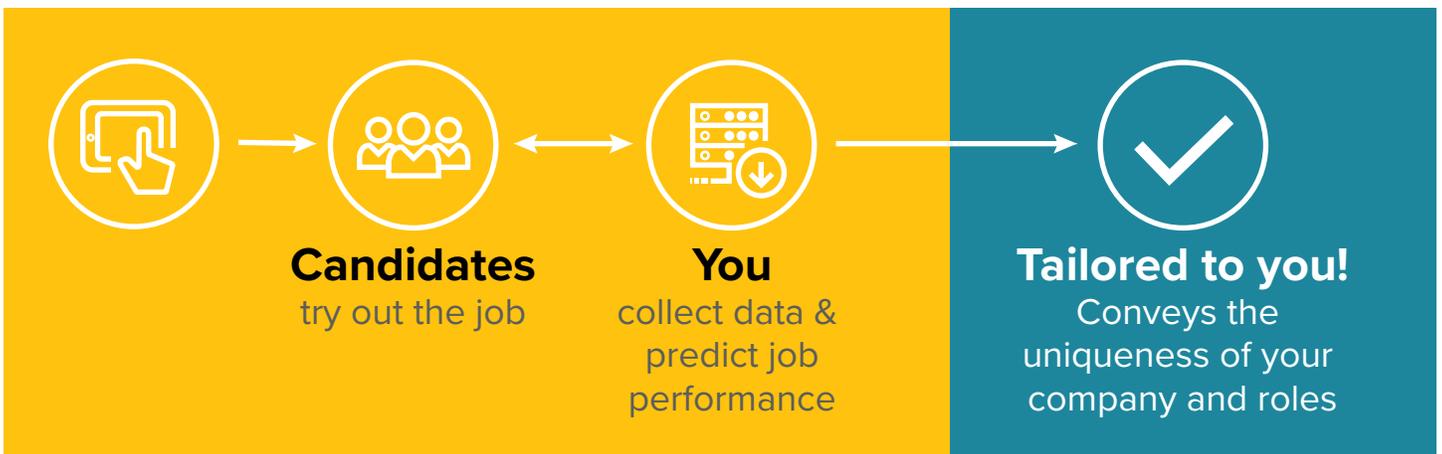
- 19% higher reliability ratings
- 36% better top-performer ratings
- 74% greater performance on goals



## Engaging & Interactive

### 2-Way Information Exchange

Communicates as much information as it gathers



# DIGITAL COMMUNICATION AND ENTERTAINMENT SERVICES PROVIDER

## SCALING DATA-DRIVEN CANDIDATE INSIGHTS

High applicant volume made it difficult for the recruiting team at a digital communications company to effectively and efficiently hire candidates to meet customer service and sales goals. The team turned to Modern Hire for data-driven assessment that would help them expertly identify best-fit candidates for the customer care representative role.

Modern Hire built a Virtual Job Tryout that allowed candidates to experience the opportunities and challenges associated with the role. At scale, candidates were tested in customer service, multitasking, and situational judgment.

Recruiters now spend more time with high-value applicants and hire faster. The recruiting team reduced phone screens by over 2,000 calls and face-to-face interviews by over 800 with Modern Hire in a year-over-year comparison.

Speed to hire

**INCREASED**

Reduced phone screens by

**2,000+**

Reduced face-to-face interviews by

**800+**



# SERIOUSLY BETTER HIRING

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In call center hiring, continuous improvement in speed, candidate engagement and quality of hire is essential for responding to whatever the 'next normal' brings. An intelligent platform like Modern Hire, backed by deep investment in the science of human performance in the workplace, enables that continuous hiring transformation. **Seriously better hiring starts with Modern Hire.**





Modern Hire

**Seriously better hiring through better prediction of job performance and fit.**

Modern Hire's intelligent hiring platform transforms each step of the process with screening, assessment, interview, and workflow automation tools that make hiring more effective, efficient, ethical, and engaging. Modern Hire is differentiated by its advanced selection science and is trusted by more than 700 leading global enterprises and nearly half the Fortune 100.

Find out more about Modern Hire's commitment to seriously better hiring.

**[modernhire.com](https://modernhire.com)**