



## 80% Reduction in Processing Times: iQor's Digital Transformation Success

iQor, a global managed services provider specializing in technology-enabled BPO solutions, operates in over 40 contact center locations worldwide, including a significant presence in The Philippines. With over 40,000 workers worldwide, iQor continually seeks innovative ways to enhance operational efficiency and maintain its competitive edge. Their recent pilot project in Davao exemplified how digital solutions can dramatically reduce their time to hire and ensure consistent quality.

# The Drive for Automation: What Changed?

The goal of the Davao project was to give qualified candidates a job offer in less than 24 hours after they applied.



To achieve this they decided to test an entirely automated recruitment flow, eliminating all manual intervention. iQor's vision was to manage recruitment ramp-ups with their existing team, allowing recruiters to focus on higher-value tasks rather than routine follow-ups. Gone are the days when recruiters spent hours on the phone reminding candidates of the following steps or missing documents.

A significant change in this digital transformation was the adoption of TalkScore, a language assessment tool. This innovative solution allows iQor to evaluate a candidate's English proficiency directly through Facebook Messenger with just a few audio responses. This streamlined approach increased candidate conversion rates and highlighted the most qualified applicants.

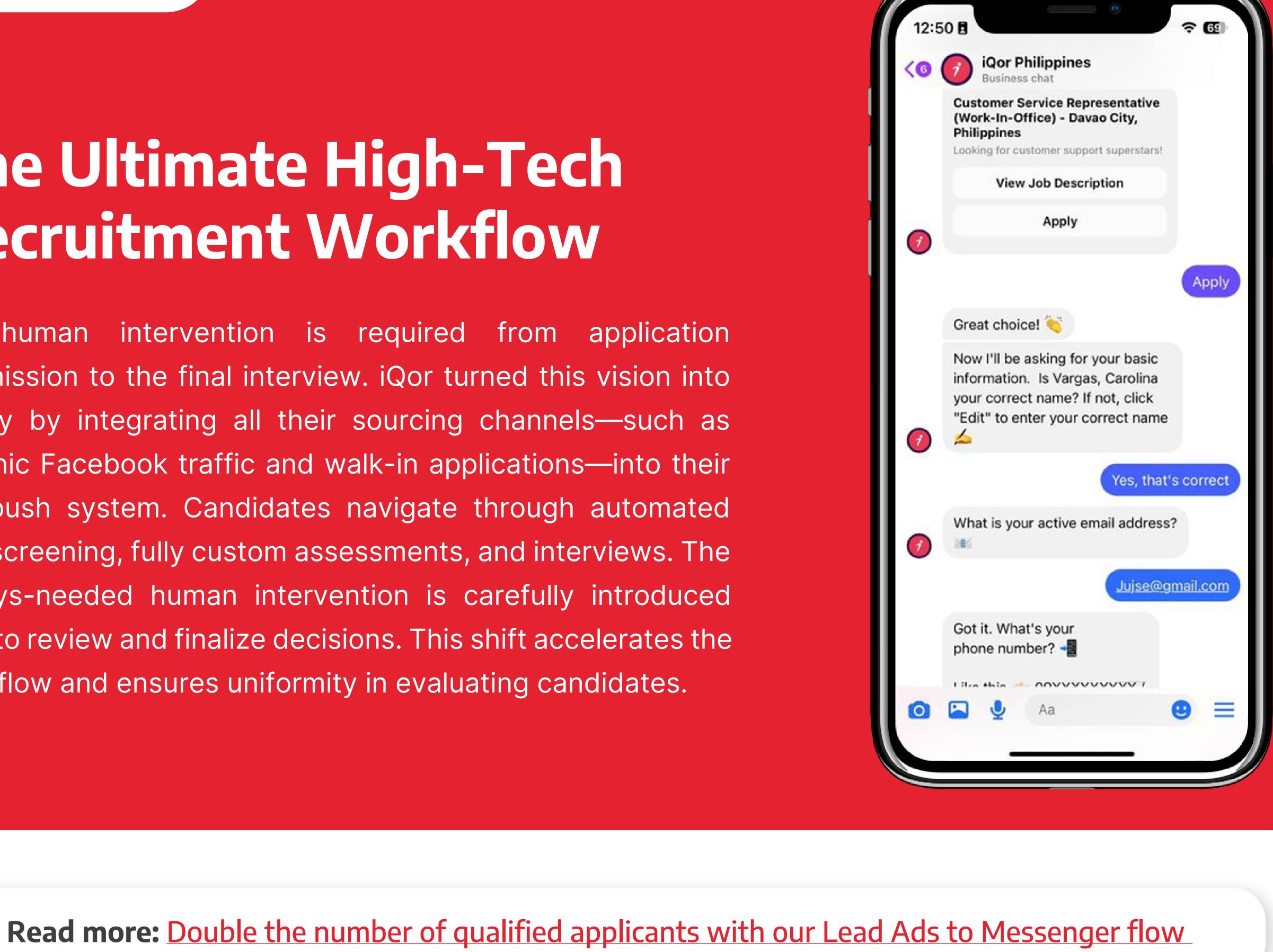
Hiring managers now benefit from comprehensive language skills reports and interview recordings, enabling them to provide feedback efficiently and determine the best placement for each candidate. This transformation has allowed iQor to disposition candidates in minutes, significantly accelerating their recruitment process and ensuring they place the right talent in the right roles swiftly.

### Recruitment Workflow No human intervention is required from application submission to the final interview. iQor turned this vision into

The Ultimate High-Tech

organic Facebook traffic and walk-in applications—into their Talkpush system. Candidates navigate through automated pre-screening, fully custom assessments, and interviews. The always-needed human intervention is carefully introduced only to review and finalize decisions. This shift accelerates the workflow and ensures uniformity in evaluating candidates.

reality by integrating all their sourcing channels—such as



The Results

### Transitioning from manual to digital processes demands considerable change management. Training sessions, adapting to new tech, and fine-tuning systems to fit organizational demands are crucial. For iQor, the outcomes have been promising—boosted completion rates

reducing operative costs and saving valuable human resources. This is what they achieved in the first 90 days: This is what they achieved in the first 90 days:

and notable cost savings. Talkpush's digital tools replaced multiple repetitive interactions,

## Reduced processing times by 80%: The time to hire has been reduced significantly from 5 days to 24 hours.

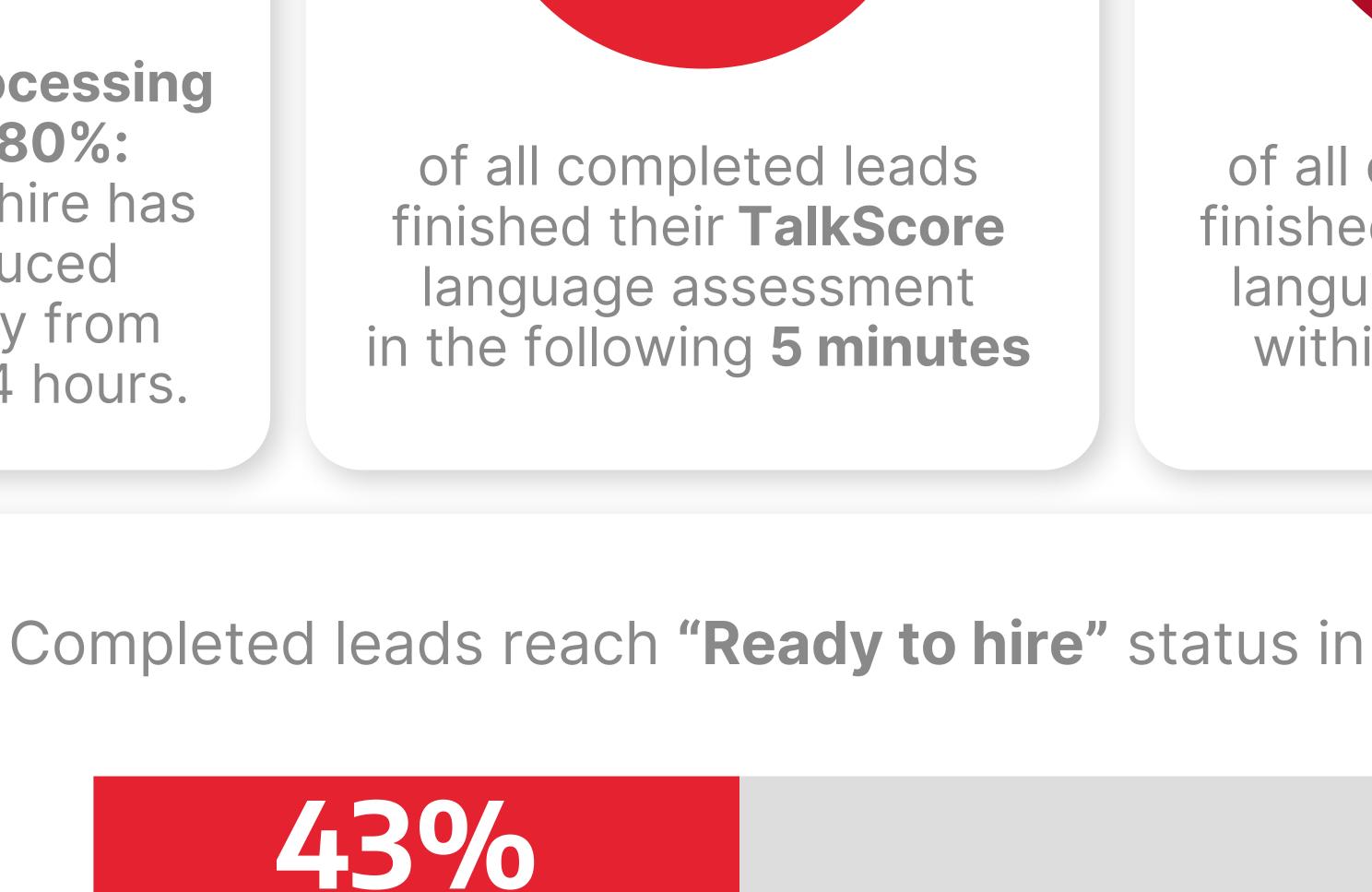
1 hour

or less

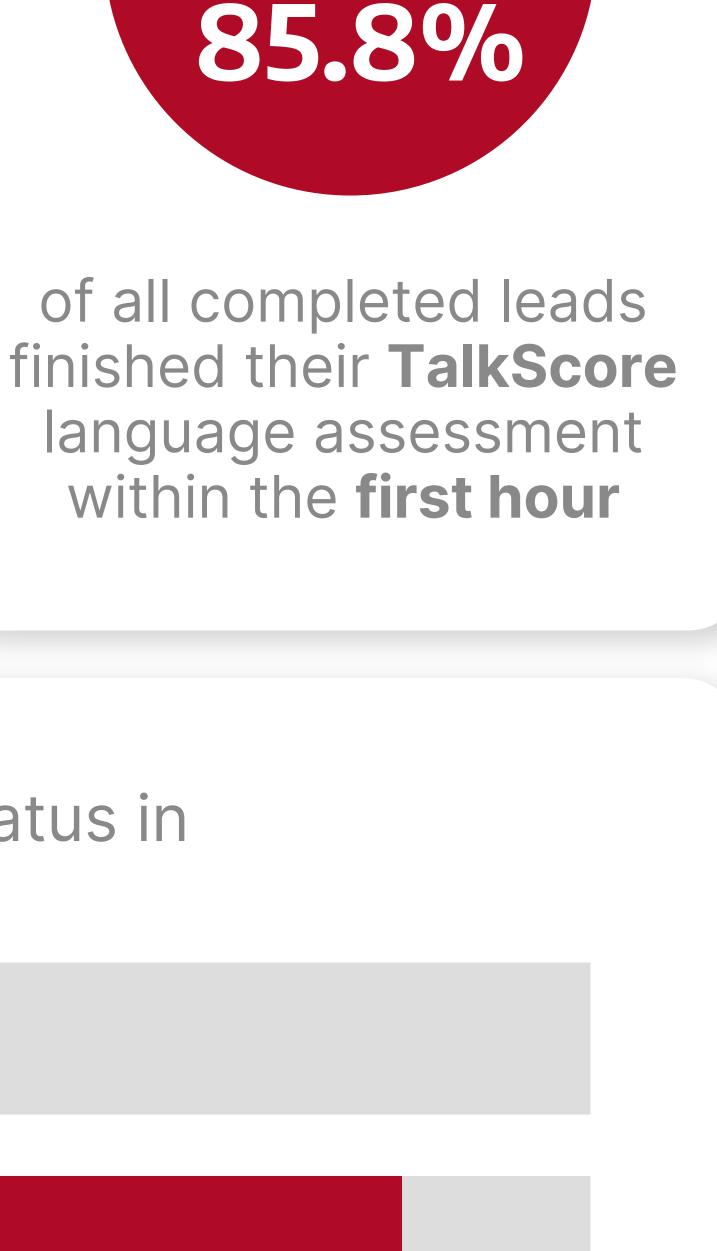
or less

24 hours

discernment for quality assurance.



72%



89.2%

Balancing Digital Tools and Human Insight iQor's initiative underscores the efficacy of digital tools while highlighting the enduring value of human contact. In scenarios demanding intricate decision-making and emotional intelligence, digital tools act as facilitators rather than replacements. The future likely involves

What's Next for Your Enterprise?

Reflecting on iQor's journey, consider your organizational setup. Which processes could

improve with digital tools? How can you balance digital efficiency with the invaluable human

touch? iQor's story is not just a demonstration of technological progress but a catalyst for

combining both, utilizing digital tools to enhance operational flows while preserving human

action. Embracing the future means considering how innovations like Talkpush could redefine your recruitment strategies.

Get started with Talkpush today

**Book a Demo**