

indivizo+

**NEW HIRES REACHING  
95% OF TOP PERFORMERS'  
KPIs IN 3 MONTHS**





## The Challenge

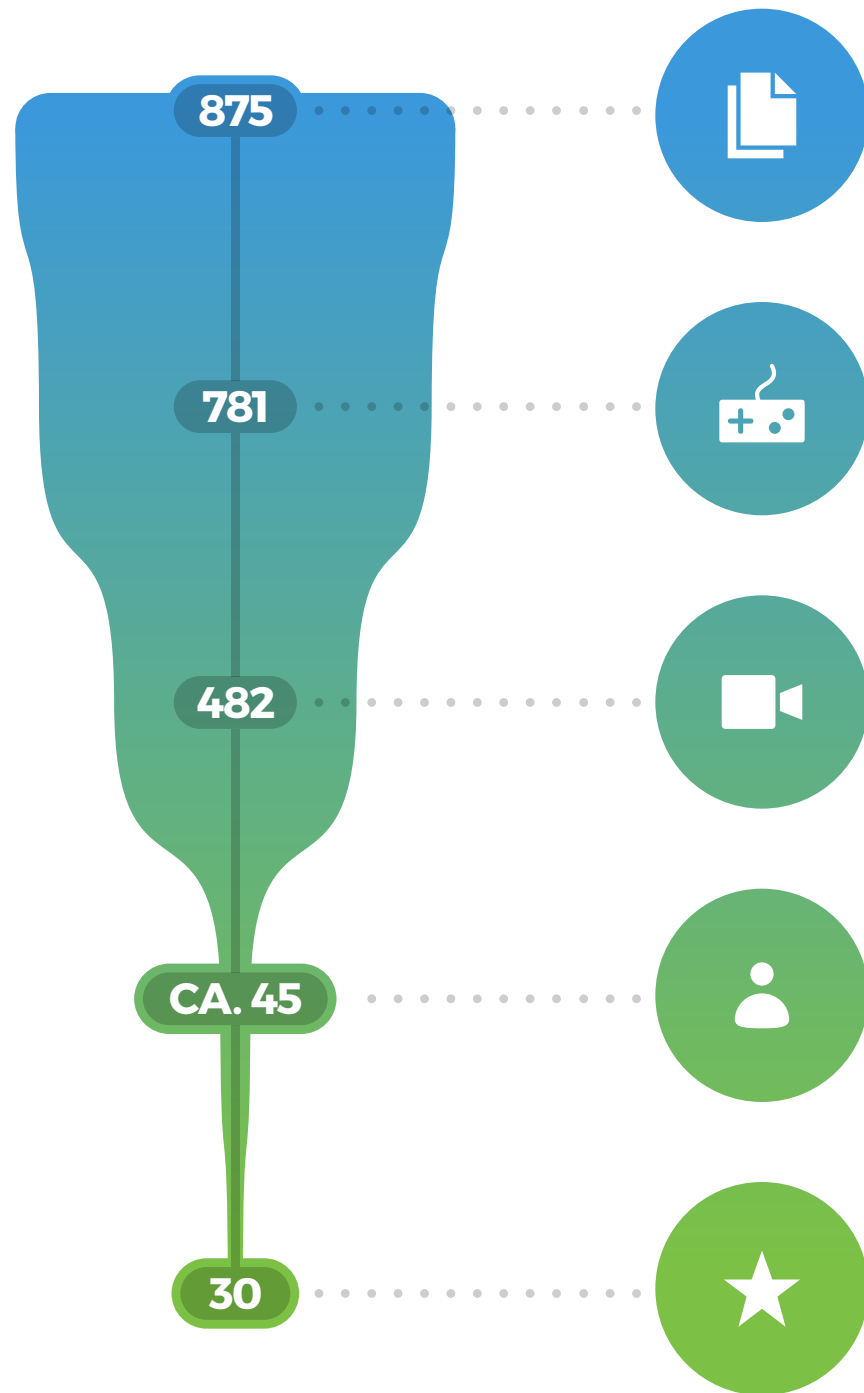
Magyar Telekom wanted to optimize their hiring process for finding new sales representatives. Their aim was to find an efficient solution that requires less of the hiring managers' time and lets them measure competencies in an objective way. At the same time, they wanted to provide an engaging experience for applicants that also has a positive effect on the brand's image as an innovative employer.

## The Solution

Based on a detailed analysis of the situation, Magyar Telekom and Indivizo created a semi-automated recruitment process that consists of a few simple steps.

## The Results

New hires, selected by using our data-driven recruitment process, reached 95% of top performers' KPIs in just 3 months. By integrating Automated Video Interviews and Serious Games into the process we managed to save valuable recruiter time and candidates described the process as exciting, enjoyable and positively challenging in their feedbacks.



## 1. Application

Applicants complete a short online registration, followed by an invitation with a link to a game.

## 2. Serious Game

**89% COMPLETION RATE**

It takes applicants only 10 minutes to complete this fun challenge while we gather valuable information about their soft skills and key competencies.

## 3. Automated video interview

**69% COMPLETION RATE**

Players who reached the desired results get automatically invited to a video interview.

## 4. Personal interview

Personal interviews are scheduled with the best candidates on the shortlist.

## 5. Hired

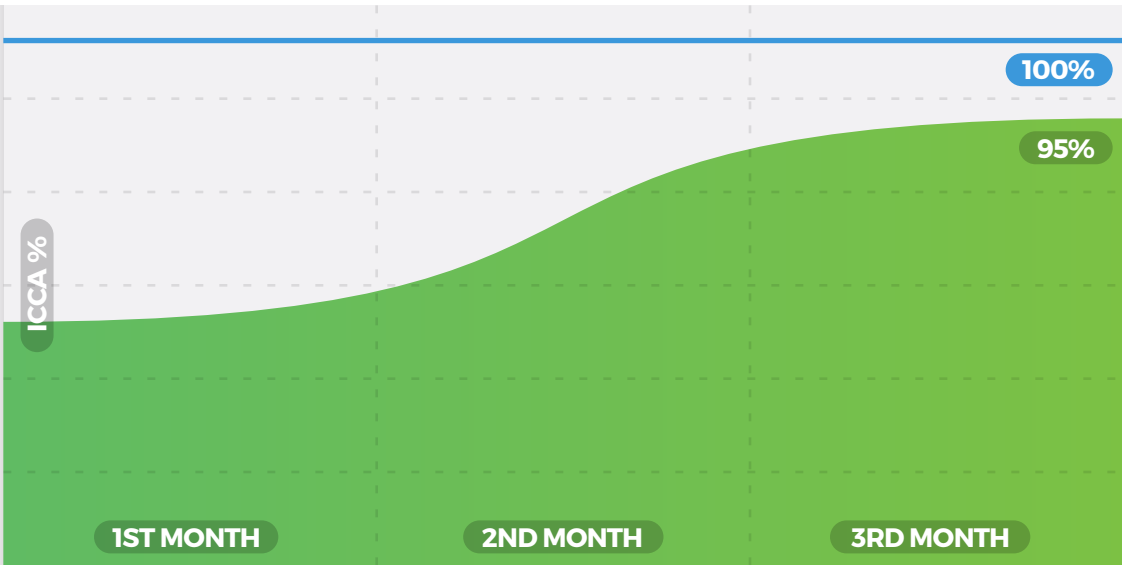
New colleagues join the company!



# New hires reached **95%** of top performers' KPIs in **3 months**

The group of candidates who scored above the serious game benchmark were very successful. Within 3 months, they nearly reached the score of top-performer colleagues who have been at the company for at least 1 year. The graph below illustrates the minimal difference between the new employees and the experienced colleagues.

The average ICCA (International Customer Contact Analysis) score of candidates who scored above the benchmark was 4x closer to the score of the top performers than the average of those who did not reach the benchmark and were chosen by recruiters manually.



- TOP PERFORMERS**  
The average ICCA of the best employees in the company.
- HIRED WITH INDIVIZO**  
The average ICCA of new colleagues hired with Indivizo.



## ICCA (International Customer Contact Analysis)

The ICCA program started in 12 European countries and aims to measure and encompass the main fields of the customer experience, such as customer service, retail, self-service, field-technicians, e-business, covering both fixed and mobile customers. Approximately 5 million customers were asked to complete the survey, based on the same questionnaire and reporting system.

indivizo+

LET'S TALK



hello@indivizo.com



+36 1 411 3608

CONTACT US

