

The 2011 NACE Job Outlook Survey shows that employers are looking for candidates who possess good communication skills, initiative, strong analytical skills and who demonstrate a positive attitude.

A phone interview is one of the most effective ways of assessing an applicant's communication skills early in the hiring process. However, phone interviewing can be time consuming and costly.

HireIQ's **InterviewPlus** helps companies quickly and efficiently find the talent who possess the communication skills necessary to be successful in today's customer service environment.



Effective.

InterviewPlus uses media-rich web and voice response technologies so recruiters can quickly and easily assess an applicant's communications skills, job knowledge, style, energy and enthusiasm. Recruiters evaluate and score the recorded interview and the best performing applicants advance to later stages of the hiring process.



Consistent.

With **InterviewPlus**, each applicant is asked the same series of questions, meaning that each interview is fair and consistent. While recruiters strive to remove any bias from their phone interviews, **InterviewPlus** ensures that each and every interview is presented in exactly the same way every time.



Convenient.

Recruiters often spend significant time trying to reach applicants in order to conduct phone interviews. Many of the best candidates may already be working and find it difficult to take a phone interview in the middle of the day. **InterviewPlus** is available on-demand so candidates can take their interview at their convenience, even in the evenings or weekends.



Efficient.

While a customary phone interview may take twenty minutes or more, one conducted using **InterviewPlus** often takes five minutes or less. Recruiters can conduct more interviews in a shorter period of time, improving their time-to-hire performance. Applicants who are either not qualified or are not interested are automatically removed from the candidate pool.



Collaborative.

InterviewPlus interviews are recorded so they can be reviewed and scored by a recruiter and shared with other stakeholders in the organization. Interviews can also be shared and scored amongst multiple recruiters to help ensure fairness throughout the recruiting process.

Hiring and retaining skilled talent is a significant challenge for most customer service organizations today. Whether it's through sustained staff turnover, seasonal hiring or business growth, maintaining a pipeline of qualified talent is of paramount importance.

A customer's first impression of your organization is formed by your employees' communication skills. A phone interview is one of the most effective methods of assessing an applicant's communication skills before their first live interaction with your customers.

InterviewPlus, from HireIQ Solutions, helps companies quickly and efficiently identify those candidates with the communication skills necessary to be successful at a cost that is significantly less than traditional phone interviewing methods.

Unparalleled Convenience

Recruiters and hiring managers often spend unproductive hours trying to reach applicants to conduct even a basic initial telephone screen. Many candidates are already working and not available at the same time as the recruiter, or they are no longer interested in the position. This unproductive time is costly, lengthens the hiring process and often leads to less qualified candidates begin hired.

With **InterviewPlus**, Applicants take the interview when it is convenient for them and when they are best prepared. Recruiters and hiring managers can review the candidates' recorded responses at **their** convenience thereby freeing their day for other, higher value tasks.

Capture Voice of the Applicant

InterviewPlus employs media-rich web and voice response technologies to capture the voice of the applicant as part of the screening process. The applicant uses a web browser and their telephone to complete their interview and their responses are recorded for further evaluation and review. Recruiters and other stakeholders can assess an applicant's knowledge, interpersonal style, enthusiasm, energy and attitude.

Recorded interviews can also be sent to hiring managers in advance of an in-person interview to identify specific areas to probe during the interview and to gain a sense of how the applicant might perform once on the job.

Configured to your Hiring Needs

The **InterviewPlus** interview process can be completely configured to satisfy the needs of the hiring company. Interviews are typically consist of:

Qualification Questions are designed to weed out unqualified candidates early in the process before they ever talk to a recruiter. Applicants who don't pass the qualification stage are not advanced to later stages of the process.

Job Knowledge and Skills Questions are designed to uncover the depth of a candidate's knowledge about the position, company or skills necessary to be successful. These are generally open-ended, free-association questions specifically designed to test an applicant's communication skills.

Good operational practices start with good hiring, or getting the right person in the seat the first time, rather than having a revolving door that consumes resources and fosters negative feelings on the call center floor.

- Frost & Sullivan

Scoring and Calibration

Each interview is scored across multiple dimensions to rank-order candidates based on their performance. Those with the highest scores are typically advanced to later stages of the interview process. This scoring methodology also facilitates calibration amongst recruiters to help ensure that all applicant interviews are evaluated based on the same criteria.

Reach More Applicants

More applicants at the top end of the hiring funnel means more and better qualified applicants to choose from. With **InterviewPlus**, you invite more candidates to apply for your open positions and improve the quality of those hired without increasing your recruiting costs.

Unequaled Consistency

With **InterviewPlus**, every interview for each open position is conducted in exactly the same way. Each applicant is presented the same question set and has the same opportunity to respond. Any recruiter bias that might otherwise emerge during the course of the phone interview is removed, thereby improving the overall fairness of the interview process.

Customers using HireIQ's **InterviewPlus** include customer service operations ranging from a few hundred to several thousand employees. **InterviewPlus** has been credited with helping these companies reduce their hiring and recruiting costs; reduce the time it takes to find and hire qualified talent; increased employee retention; improved job performance; and increased recruiter efficiency.

HireIQ Solutions, Inc.

1071 Cambridge Square, Suite A
Alpharetta, GA 30009-1843 USA
+1-877-866-6249

www.hireiqinc.com

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