

Case Study – Talent:

Improving fit and cutting costs for contact center representatives

The Challenge



An insurance company had an urgent need to:

- Reduce hiring costs and contact center turnover
- Identify quick learners and high performers
- Ensure the use of hiring best practices

The Approach and Solution

- Conducted job analysis and formal needs assessment
- Implemented REPeValuator, an Aon assessment tool
- Validated assessments against relevant job criteria

The Outcome



Saved \$9.6m in selection and training costs in first year



High scorers were:

- High performers
- More satisfied
- Less likely to turnover