



Client Success Stories

Retention rates in the call center were running at only 40% per year. The goal was to conduct a validation study to determine if a behavioral and cognitive assessment could accurately identify the traits that are different between successful performers and those that are struggling. An extensive study utilizing performance data, job analysis and assessment data revealed that the behavioral traits and cognitive speed was statistically different between the 2 groups. **Within one year of using the benchmark for selection, the retention rates were increased 100%!**

Financial Services - Inbound Call Center Customer Service

Turnover rates in the direct home healthcare professionals were running 100% per year. The goal was to conduct a predictive validation study whereby all incoming applicants were tested but the results were not made available to the hiring manager. After 9 months, the assessment results were statistically analyzed against actual performance data for the employees who were hired. **The assessments were found to have accurately predicted 83% of actual performance levels with new employees.**

Direct Home Healthcare – Healthcare Professional

Turnover rates in sales were running between 50 and 60% annually. The goal was to conduct a validation study to determine if a behavioral and cognitive assessment could accurately identify the traits that are different between successful performers and those that are struggling. An extensive study utilizing performance data, job analysis and assessment data revealed that the behavioral traits and cognitive speed was statistically different between the 2 groups. **The study resulted in an assessment benchmark that accurately identified 100% of poor performers.** Not only is the company able to accurately identify incoming applicants using this new benchmark, but we developed a customized “coaching” report for incoming reps to speed up their development process.

Printing Industry – Sales Position

Retention rates in the call center were running at only 70% per year. The goal was to conduct a validation study to determine if a behavioral and cognitive assessment could accurately identify the traits that are different between successful performers and those that are struggling. An extensive study utilizing performance data, job analysis and assessment data revealed that the behavioral traits and cognitive speed was statistically different between the 2 groups. **Within a year of using the benchmark for selection, the company increased retention rates 90%!**

Cable Technology - Inbound Call Center Customer Service



Client Success Stories (cont'.)

A major staffing company was competing to secure all of the staffing for one of their major clients. The overall “placement” rate for this client was running at 33% of applicants presented through all of their staffing vendors. Once the **Clues®** Assessments became part of our staffing company’s protocol, they secured 100% of the staffing for this client and experienced an astounding 100% placement rate for those applicants that were presented to the client. The retention rate for these placements was also a success at 100% for the first round of hiring and training using this new process.

Staffing – Creating a competitive advantage for placement ratio