

Case Study

Auto Warranty Company Reduces Employee Turnover by Nearly 20% with Basic Office Skills Tests



An auto warranty company offers customers industry expertise in automotive claims administration and vehicle service contract development, resulting in coverage and service surpassing industry standards. It strives to deliver an edge to its partners with top-rated insurers and expedient claims administration services.

Their primary focus areas are service contracts, claims administration, product development, compliance expertise, marketing solutions, and regulatory research. They strive to provide superior coverage and smooth claims processes.

The Situation

This auto warranty company depends on efficient, organized, and technologically adept employees to deliver on its promises. However, they noticed a gap between what was claimed on candidate resumes and their on-the-job skills once hired. The skills deficiency impeded efficiency and ease of claims experience, compromising the company's customer service, reputation, and integrity.

They knew they needed a method as efficient as their claims process to find team members capable of moving critical information forward promptly and efficiently using technology.

The Solution

Committed to recruiting highly-qualified candidates and reducing hiring mistakes and attrition, the company turned to eSkill's [pre-employment assessments](#). They collaborated with their dedicated eSkill Client Success Manager to integrate eSkill's Talent Assessment Platform™ and their applicant tracking system (iCIMS) and create customized basic office skills tests suited for the types of positions needed to help the company thrive.



Integration

Once the company was onboarded, its team worked with their dedicated eSkill Client Success Manager to create customized skills tests for each role, including [basic office skills tests](#). This ensured seamless integration of the [eSkill Talent Assessment Platform™](#) into the hiring process, allowing recruiting staff to eliminate ten percent of applicants who were not a fit immediately. This put the spotlight on more qualified candidates and reduced hiring mistakes.

The Results

With customized pre-employment assessments and basic office skills tests integrated into their ATS, the auto warranty company now fills positions within four to six days. Even better, they've observed their employee turnover rate go from 40% to 23% since implementation.



Recruiting Executive

The eSkill assessment has been a big success in assisting with our hiring process during 2022 and 2023. We utilized eSkill to build an assessment to fit our needs for our specific service positions. By being able to customize the assessment, it allowed us to ultimately use the results and information toward the candidate's qualifications for the role. We saw a trend in candidates who scored better and that they're overall better candidates for the role. It also has helped to find candidates who might be more experienced working in a remote environment. Overall, eSkill has been a great tool for our recruiting team to use when hiring for new roles.



Request a demo to learn how implementing eSkill's [basic office skills tests](#) can help you identify and hire qualified contact center agents in less time.

