

**Client:**

**A large Pharmaceutical Company Product / Services: Assess™ for pre-recruitment with voice upload from a normal dialup connection through our copyrighted voice upload software**

**Challenge:**

The Client wanted to hire candidates from all over the country and was looking forward to not only save costs in travelling and other expenses but also streamline the processes by inducting IT. The earlier manual process of calling for resumes, sifting through these résumés, then taking pen and paper test, and subsequently calling the selected candidates at the regional branches and finally to the HO was both time consuming and costly, as the shortlisted candidates were to be paid remuneration charges for taking the test and also the interviews. In fact, since recruitment was increasing on an all India basis, the existing process proved to be a bottleneck. When the client contacted us, they had an additional problem of testing voice and verbal skills of the candidates in their mind.

**Solution:**

Our team suggested our Assess™ solution not just to save costs, but also to streamline the recruitment process. However, they wanted to know how we would capture the candidate's voice as voice testing helps screen candidate at the first level. Since uploading voice files require heavy bandwidth, uploading from a normal internet connection available in most parts of India, with slow speed, frequent disconnections and power problem (hence additional instances of disconnection / reconnections) was itself a challenge.

We developed a proprietary (then copyrighted) voice compression technology that compresses voice files by up to 95%, making it easy to upload voice files from a normal dial up connection. As a result about 35 MB file was reduced to 40 KB file within a few seconds. This was not only easy to upload and store, but also to listen back for testing and short listing by an evaluator, who can access it at his convenience.

The results of the shortlisted candidates were then automatically sent to the respective regional heads for further action.

**Accordingly we designed a test with the following sections:**

- Recording / Pronunciation
- English Grammar
- Aptitude
- Listening

Another challenge was that voice testing needed good working headsets and microphones. As the normal cyber cafes from where candidates were taking the tests were also used for gaming, most of the times the equipment was not suitable for a test of this nature. Also, the voice quality was bad due to background disturbances. We suggested an alternative. As candidates were anyways visiting regional

offices, the online tests including the voice capture and upload could happen at these offices where not only good headsets can be provided, but also the right environment was provided. This suggestion really worked and recruitments are happening smoothly ever since then.

#### **Test Flow:**

- Client Personnel generate access keys for respective depots (North / South / East / West) and send it by email
- Candidates, after seeing the ads, visit the depots, key in all the personal data, appear for the test as well as upload their voice. Evaluators test the voice file and file their reports whether they have passed / failed
- Based on the test and voice results, candidates are invited for interview Important note: Reference to 'he', 'his' etc. is for convenience purpose only and refers to both the genders.

#### **How the solution offered by GOLS has helped the client:**

- Candidates can be hired / evaluated for the following designations from all over the country without incurring costs on travelling / resources / stationary: Area Business Manager, Field Representative, Special Task Force
- The entire pre recruitment process is automated, i.e., the system manages data right from the point a candidate undertakes the test to the point at which he / she is offered the job
- System also offers facility to export data in a format which is compatible to the in-house HRMS / ERP The HR department was very happy with our system as it saved time and costs as well as streamlined the recruitment process making it highly efficient. Till date more than 25,000 candidates have been tested over the last three years.