intelcia + Speechace

Using Speechace to super-charge hiring efficiency at Intelcia Group

Author's note:

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Introduction

Multi-national corporations seek candidates with exceptional spoken English skills. Nevertheless, assessing spoken English proficiency during the hiring process can be a time-consuming and resource-intensive process.

This case study explores how Intelcia USA, a frontrunner in global outsourcing solutions, supercharged hiring efficiency by harnessing Speechace's state-of-the-art speech recognition technology to evaluate the spoken English abilities of prospective employees.

Background

Intelcia is a leading global outsourcing company that has been providing its clients with exceptional support for more than two decades. The company's expertise lies in its ability to combine a diverse range of talents, advanced technologies, and streamlined processes to deliver tailor-made services that meet international standards.

This comprehensive range of services allows Intelcia's customers to focus on their core business and tackle their challenges with ease. The company's solutions are centered around four main areas: Multichannel CX Solutions, Business Processes, IT Solutions, and Innovative & Consulting Solutions.
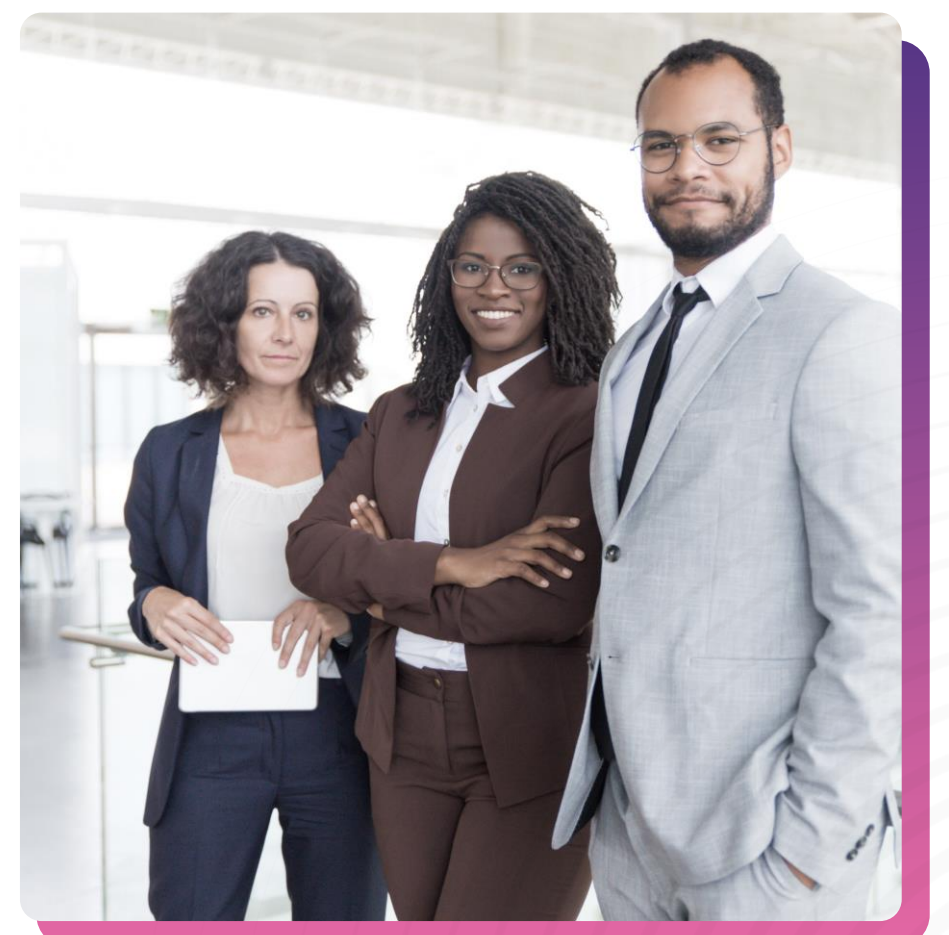
With a presence in Europe, North Africa, Sub-Saharan Africa, the Indian Ocean, North America, Latin America, and the Caribbean, Intelcia operates across 85 operational centers and has a workforce of more than 35,000 employees. Given its global presence and the diversity of its workforce, it is essential for Intelcia to ensure that all prospective employees possess excellent English communication skills.

However, Intelcia faced several challenges in evaluating candidates' spoken English proficiency effectively. Firstly, the recruitment team had to schedule 1-on-1 interviews with each candidate to assess their language skills, which was time-consuming and expensive. Additionally, evaluating spoken English skills was not a core competency of the company, which made it difficult to establish an unbiased and objective standard across the company for assessing spoken language skills.

Intelcia's Worldwide Footprint & Obstacles

PRESENCE
Active in 7 global regions

CENTERS
Operates 85 centers worldwide

EMPLOYEES
Employs over 35K people globally

CHALLENGES
Difficulties in assessing English proficiency

Solution

Michelle Tong, the director of learning and development, learned about Speechace, a Seattle-based AI company that specializes in developing speech recognition solutions for assessing spoken English skills. Speechace's fully automatic spoken English test conducts a 10-minute virtual avatar-led interview and utilizes cutting-edge speech recognition and machine learning to provide a comprehensive assessment of a candidate's spoken English pronunciation, fluency, vocabulary, and grammar. Michell discovered that Speechace's technology can evaluate a candidate's spoken English skills with a high degree of accuracy, within ±0.5 IELTS points of the grades given by a certified human instructor, and with a correlation of >0.8.

Michelle decided to utilize Speechace's technology to evaluate the spoken English skills of potential hires. The technology was integrated into the recruitment process, allowing candidates to take the test online at their own time and convenience. The test results were automatically evaluated and provided a detailed report of the candidate's language proficiency, through a unified dashboard across all of Intelcia's global sites. Furthermore, Intelcia's HR team was able to prescribe custom questions suitable for screening job candidate's thereby achieving the dual purpose of evaluating language skills and getting a sense of the candidate's domain expertise through test results.

AI SOLUTION
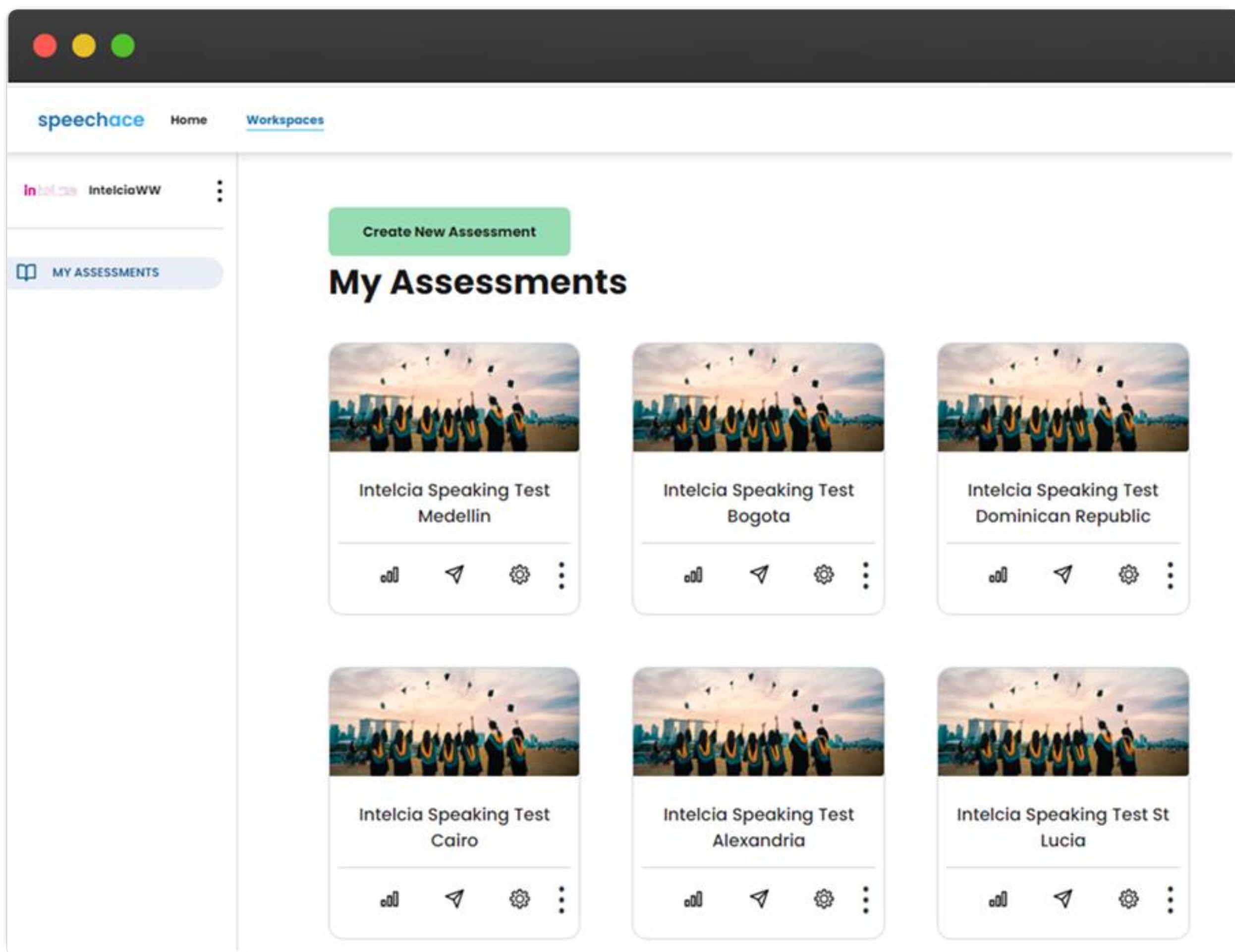Adopted Speechace for English assessment.

HIGH ACCURACY
Achieves accuracy within ±0.5 IELTS points.

STREAMLINED PROCESS
Offers online testing and detailed proficiency reports.

Last but not the least, Intelcia HR team was able to configure the tests so that they recorded the full video of the candidate thereby allowing the recruiting team to get a sense of the candidate's personality and also ensure the integrity of the test attempt.

Time Saving

Standard Set

Improved Hiring

Tailored Training

Results

The use of Speechace's technology had a significant impact on Intelcia's recruitment process. The company was able to save over 300 hours/month of recruiter time in assessing spoken language skills. Using Speechace, Intelcia was able to conduct accurate and consistent evaluation of spoken English skills and set up an evaluation standard across the company thereby improving the overall quality of future hires.

Moreover, the technology provided detailed feedback on each candidate's spoken English skills, which could be later used to develop personalized training programs for new employees.

Conclusion

The integration of Speechace's technology into Intelcia's recruitment process dramatically improved hiring efficiency and quality of candidates. Speechace's use has not only saved recruiter time and reduced recruitment costs but also provided a more accurate and consistent evaluation of spoken English skills. Speechace's technology helped Intelcia achieve its recruitment goals by hiring candidates with superior spoken English skills, improving the quality of customer service, and ultimately driving business growth.

Boosted
hiring efficiency.

Enhanced
Business growth.

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