Employee Onboarding Automation for an Outsourced Contact Centre Services
A leading provider of outsourced contact center services, serves clients across Telecom & Media, Retail, Manufacturing and BFSI industries. With a rapidly growing BPO and KPO operations, employee recruitment in the company became a daily affair.

**Nations Served**
India, North America & Europe

**Employees**
26000+

**THE NEED**
About 50+ new employee on-boardings happen per day. Onboarding process includes:

- Contacting the candidates for ID proofs.
- Verifying the ID proofs against details provided in recruitment portal during the application phase.
- Adding the candidate details from the recruitment portal into the HCM ERP system.

Data had to be manually entered for each candidate which took around 30 minutes on an average including reminders and follow-ups.

**SOLUTION**
SMNext provided an end-to-end automation solution which cut manual efforts by almost 100% using UiPath Studio, Attended Robots and Abbyy Flexicapture.

**THE PROCESS:**
- Bot monitors the centralized email for documents (ID proofs).
- Bot also extracts the candidate information from the recruitment portal.
- Downloads PDF and Scanned Documents from the e-mail attachments to the candidate specific folders.
- The bot then captures key information from the ID proofs.
- It verifies the information against details in recruitment portal.
- Finally performs employee onboarding in the ERP and attaches the relevant ID proof to the ERP.
BENEFITS

The entire exercise which took 30 minutes manually, took only 5 minutes after automation. The customer realized the ROI is less than 6 months and they reaped 50% cost savings.

ROAP MAP

As a part of next phase of the project, SMNext would be engaging with them for predictive analytics on their new program functions.