

# Get ahead of new demands in staffing

How to use real-time insights to respond to evolving client & talent needs.



While hiring in some industries is booming amidst the fastest reallocation of labor since World War II<sup>1</sup>, elsewhere the demand for contingent workers is still on the horizon. Staffing agencies need to position themselves now with quality talent in high-demand fields to stay top of mind with employers as the economy rebounds and talent shortages kick in.

## Know where to focus for immediate impact

With Medallia, staffing firms can engage with talent and clients throughout the placement journey for immediate insights into obstacles across sourcing, application, interview, assignment placement, and onboarding processes. With this information, teams can then actively transform experiences in live time, driving faster talent redeployment and greater client retention.

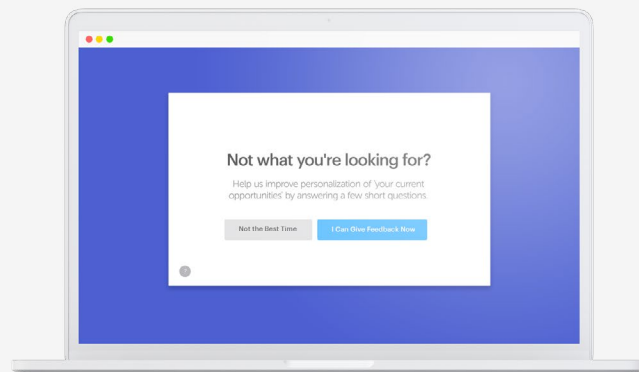
### The following solutions are designed to help organizations address talent and client needs now:

(Select solutions can launch in days, and many are available for a free limited trial)

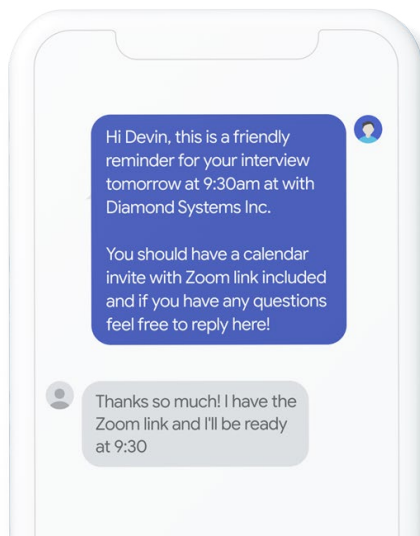
## Medallia Digital: Boost first impressions with job seekers

Ensure your digital channels are designed to optimize the job seeker journey with Medallia Digital. By collecting always-on feedback and strategically intercepting visitors, you can:

- Collect real-time insights for web and mobile to increase applicant conversions.
- Engage candidates at critical points in the application or onboarding process to identify friction points.
- Inform candidates of service or policy updates to proactively offer resources.



<sup>1</sup> <https://cheddar.com/media/best-industries-for-unemployed-workers-to-find-jobs-during-coronavirus-outbreak>



## Medallia Zingle: Simplify real-time candidate and assignee communications

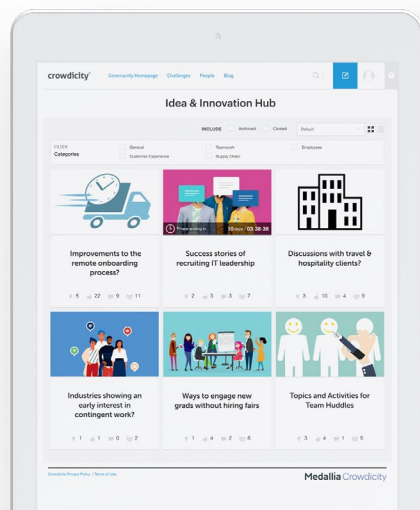
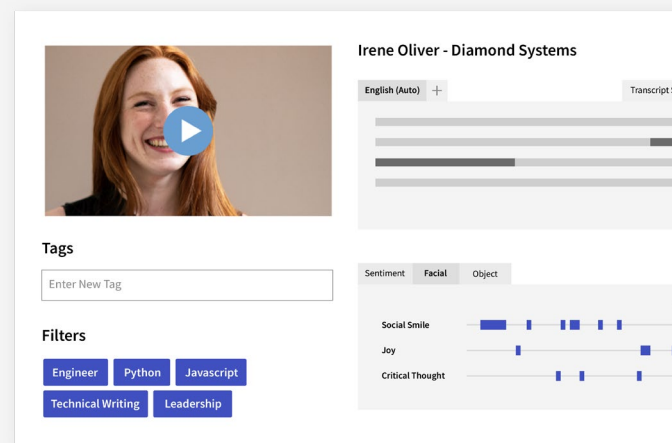
Now, with texting being the easiest and most preferred method of communication, staffing teams can use Medallia Zingle to automate and centralize critical communications. With Zingle, you can:

- Ensure candidates have the necessary documents and technology to successfully complete their interviews.
- Remind candidates and assignees to complete important onboarding tasks..
- Proactively update interviewees on the status of their candidacy.

## Quickstart Customer Micropulse: Stay in touch with changing client expectations

In this economic climate, retention is more important than ever. Stay engaged with all your accounts using our Quickstart Customer Micropulse solution. This video-enabled, two-question solution enables you to:

- Assess what staffing needs your key client segments and industries anticipate in the coming months.
- Quickly understand how your clients feel about the fit of new assignees and the remote onboarding process.
- Find opportunities for training or recognition within your account teams.



## Medallia Crowdicity: Crowdsource ideas to better serve talent and clients

Uncover innovative ways to address talent and client needs by tapping into the collective wisdom of your frontline with Medallia Crowdicity. This solution can be up and running in minutes and enables you to:

- Quickly gather ideas for fixing client pain points surfaced through the Quickstart Customer Micropulse.
- Source ways to keep teams motivated in their search for talent.
- Find repeatable success stories of sourcing and engaging quality candidates in high-demand talent segments.
- Share insights across the organization for fast adoption of best practices.

Meet with a Medallia Expert →

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