

Programs and Geos

Manage the Complexity of Multiple Client Screening Requirements

Business Impact

INCREASES

- ↑ Organizational Compliance
- ↑ Levels of Service Delivery
- ↑ Agent Productivity
- ↑ Operational Insights

DECREASES

- ↓ Delays in Hiring Process
- ↓ Billing Errors
- ↓ Redundant Admin Tasks
- ↓ Unnecessary Screenings Costs

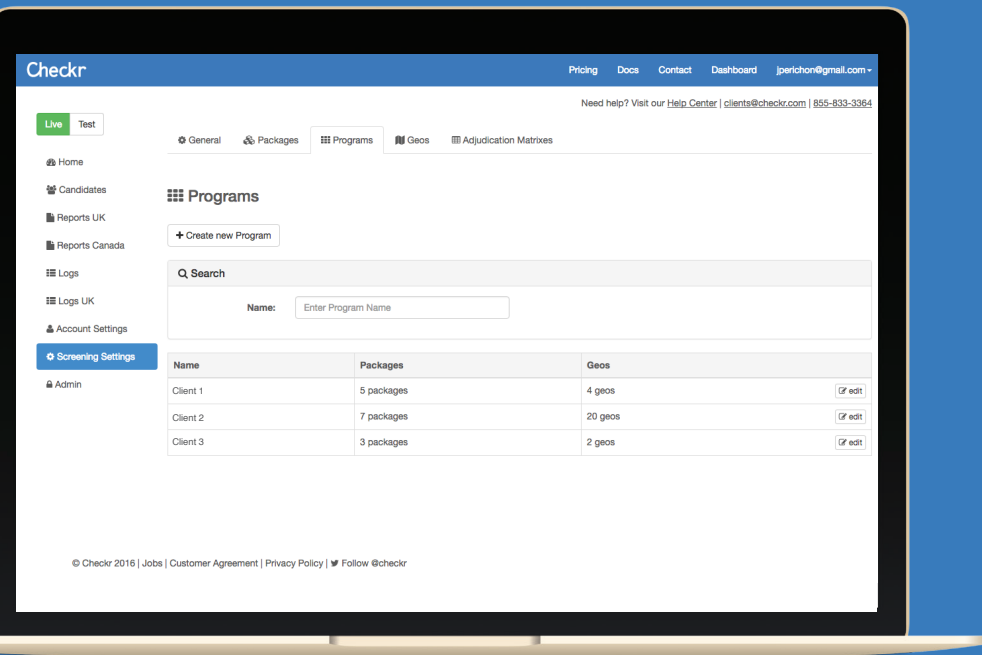
Challenge

Organizations that provide business process outsourcing (BPO) services to clients in various industries and geographies often struggle to ensure that the correct type of background check is run for the unique needs of each client. Existing within a highly complex environment, improper handling of the background screening process can cause substantial harm to the contact center and its clients.

The Checkr Solution

Checkr developed the Programs and Geos capabilities to allow contact centers to easily create, configure and update the screening packages available to their hiring teams. These screenings can be customized by site, role, client and job requisition. Settings can be adjusted on-the-fly for each client, allowing you to configure different sets of packages and quickly understand spend per client. These features save time and simplify the background check administration process for BPOs—improving compliance, customer satisfaction and billing accuracy.

Key Capabilities



- ▶ **Cascading Dropdowns** make screening selections simpler and more accurate
- ▶ **Admin Self-Service** configuration eliminates lag time to add new clients or sites
- ▶ **Permissions by site** to ensure to only the correct personnel have access
- ▶ **Dashboard** provides organization-wide visibility of programs
- ▶ **Reporting** can easily be run by client or location to see cost breakdowns and other insights
- ▶ **ATS Integrations** allow you to fully use this functionality directly from your existing ATS
- ▶ **Audit Capability** gives a complete view into your data—determine exactly what screening run and when

Terms

GEOS

A geo is a contact center site. A geo may serve one or many clients (Programs).

PROGRAMS

A program is a client. A client may use one or several sites (Geos).

PACKAGES

A package is the set of screenings offered. A package must be associated with a program

USERS

A user can manage multiple programs and geos. A user will be assigned permissions based on role.

Call Center

