Allego CI Enables ExP Recruitment to Replicate Success of Top Consultants

ExP

INDUSTRY: Sales Recruiting
LOCATION: United Kingdom

Background

ExP Recruitment is a full service sales recruitment specialist. Due to the nature of the business, there's a wide and varied range of sales and recruitment prospecting conversations taking place across the business everyday. These conversations hold the key to analyzing ExP's top consultants most successful engagements and the results they generate with prospects. This data is crucial for ExP to coach and improve the performance of all consultants.

Challenges

The high volume of sales conversations taking place across multiple and disparate platforms made it extremely difficult for ExP to review, reflect, and replicate what was working for the top-billers on the team. Calls were difficult to sift through, making it challenging for them to identify mistakes or missed opportunities.

ExP recognized the need to review these conversations more efficiently as their current method was cumbersome and time consuming. They also needed to extract richer insights from their calls in order to deliver more effective coaching to help drive better performance and outcomes.

Solutions

ExP uses Allego's Conversation Intelligence to capture, store, search and revisit top-biller conversations. Key moments or topics are tagged, profiling critical points in conversations where exclusivity or fees are being discussed.

These moments are then used to further reinforce the team with coaching. Because all of the call content is housed in one place, ExP has organically built an onboarding library for new consultants on the talent and marketing teams. They can easily access an extensive library of pre-recorded real life scenarios to ramp their knowledge, exposure and confidence rapidly.
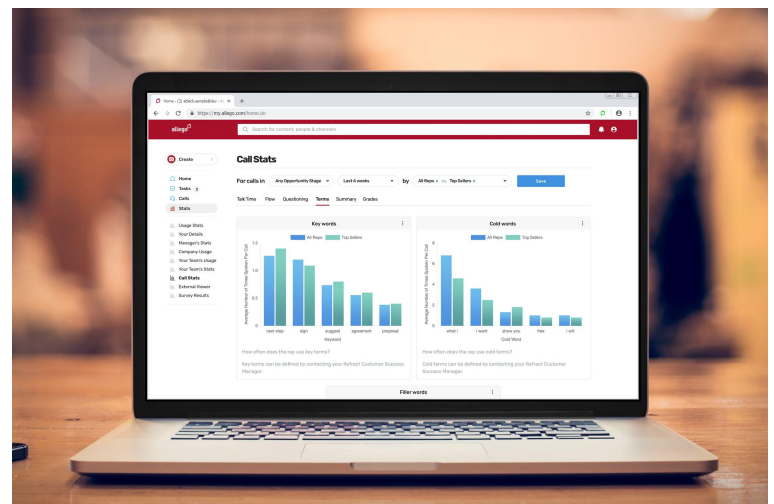
Wins

Unlocking What Top-Billers Do Differently

Easily accessing call data in Allego for regular knowledge sharing and coaching has allowed ExP to replicate top-billers by understanding and sharing what they do differently in conversations with clients and candidates.

Onboarding Process & Faster Ramp Time for New Hires

New consultants can access real life scenarios at ease, empowering them to learn in a prescriptive way, but also in a self directed manner. This accelerates new or inexperienced consultants' ramp time, getting them to first placement quicker.

Removing Needs for Manual Call Listening and Multiple Tools

Allego's Conversation Intelligence gives managers and training teams the visibility into all conversations in one place preventing them from having to manually search through huge volumes of data across multiple and disparate tools. Having the ability to flag coachable moments in a matter of moments using heat seeking and AI has saved them hours of time.

"Aside from unlocking what top-billers do differently to continually coach and improve team performance, having immediate access to call recordings in Allego has saved us quite literally an entire job role.

The work entailed in building an onboarding process from scratch would equate to a full time role.

This library has formed organically and functions as a content repository not only for knowledge sharing, but for ramping new hires at speed. It's invaluable".

JOHN RICHARDSON
CEO, ExP Recruitment
ExP

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