

# The Select Group (TSG) Facilitates HCM Software Training with Whatfix

## Challenges

- Provide recruiters 24/7 access to real-time guidance and in-application Flows
- Train new hires effectively and speed up their time to competency
- Help tenured employees and managers use Bullhorn more effectively

## Actions

- Created Flows and help content for all levels of tasks within the Bullhorn application
- Embedded TSG's content repositories into Self Help to display list of useful resources to recruiters
- Helped leverage Whatfix Analytics to create help content by identifying unsuccessful search queries

## Results

**88.1%** successful Self Help searches delivered (8.81% higher than the industry standard)

- Self Help provided answers to recruiters-on-calls in two clicks/10 seconds
- New hires onboarded quicker, became productive faster and were less reliant on virtual Instructor-led training courses

- Improved and accelerated HCM adoption at different levels of management



“The Whatfix team is receptive to feedback and willing to test the limits; and see what we can do. They went above and beyond to make our roadmap within Self Help go from a concept to what it is today.”

Eric Castorina  
Director of Learning and Performance



THE SELECT GROUP  
A TECHNICAL SERVICES FIRM

Industry  
Technical Services

Region  
USA

Application  
Bullhorn

Featured Solution  
Whatfix Real-Time Guided Flows



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