

# CX hot six #4: Metaverse

## In-house HR Onboarding



**60%**  
higher engagement



### Client objectives

- Provide an immersive experience to new hires during their onboarding.
- Reduce early attrition of new hires.
- Align with our 'Digital First Digital Now' approach.

### Firstsource solution

Immersive technology that includes:

- A self-paced learning assisted by a virtual buddy.
- Gamification through quizzes, collectible tokens, and a leader board.
- Ice breaker session to create a collaborative atmosphere.
- Provision for the new joiner to re-visit the content if required.

### Business outcomes

- 60% increase in engagement scores.
- 90-120 minute reduction in facilitator time needed per batch.
- Improved consistency of onboarding experience.