CX hot six #4: Metaverse

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.

In-house HR Onboarding 60% higher engagement