

Proof Positive Contact Center Industry Experience

SHL's assessment content has repeatedly demonstrated its ability to predict performance. SHL's award-winning Contact Center Solution scientifically measures the effect improved hiring has on key performance indicators such as productivity, attendance, turnover, customer satisfaction and sales. In fact, SHL has demonstrated direct ROI for our clients' talent initiatives, showing strong and compelling business results such as:

Agents who earned higher scores on a call center retention predictor were 23% less likely to leave the job in the first two months.

- "Super Agents" show 35% improvement in average handle times and 200% higher quality
- An 11% increase in average number of calls handled picked up 18 more productive days per employee per year
- High-scoring collections agents average \$5,000 more a month than low scoring agents.

Make the Human Connection

With a vast assessment catalog, decades of ongoing research, and the latest technology in testing, SHL's solutions accurately measure critical competencies at every level within an organization. To understand the landscape of your current workforce, the results from SHL's solutions can be used to

- promote talent into leadership roles within the contact center,
- identify future leaders for succession planning, and
- effectively reorganize current workforce into a new structure and new roles.

SHL's Contact Center Suite has the Depth and Breadth of Jobs and Levels

- Contact Center Agent
- Bilingual Spanish Contact Center Agent
- Contact Center Agent - Advanced
- Contact Center Manager
- Contact Center Team Lead/Coach
- Business Retention Agent
- Collections Agent
- eChat Support Agent
- Remote Work Agent
- Sales Agent
- Service and Sales Agent
- Bilingual Spanish Service and Sales Agent
- Technical Support Agent

Improve the Impact of Your Solution with a Training Bundle from SkillSoft

SHL also offers learning solutions from SkillSoft, a leading provider of e-learning and performance support solutions. Through this partnership, we have developed a bundle of training courses designed specifically to further enhance the Contact Center Suite. This add-on license provides online training covering entry- to managerial-level positions. You will get access to 21 classes totaling over 65 hours of online training for your employees.

For more information on the SHL Contact Center Suite, please [contact your local representative.](#)



25 million
assessments
every year

Organizations that understand and maximize their people's potential achieve outstanding results. SHL gives you the insights to make better decisions about your people.

We call this People Intelligence, Business Results.