

Get Results with SHL's Contact Center Solution

Most businesses utilise contact centers as an essential tool in managing their customer care strategy. Increasingly, the only contact customers have with a company is with contact center personnel, so selecting the best employees is crucial. It is important to find agents who will not only adjust to your culture and perform well in their jobs, but will stay on the job after you have invested the time and resources to find and train them. SHL's Contact Center Solution gives you a complete picture of your applicant by assessing for key contact center competencies, providing realistic customer simulations, measuring the ability to apply information, and predicting retention more effectively – all essential measures for finding the most qualified agents.

Get a Complete View of Your Candidates

With SHL's Contact Center Solution, you'll get a holistic view of your candidates and their abilities to do the job. The Contact Center solution measures competencies such as service and achievement orientation, conscientiousness, customer focus, tactful problem solving, and preference for multi-tasking. The solution is specially designed to identify candidates who can impact critical contact center metrics such as average handle time, customer service ratings, first call resolution, adherence, and call quality scores. With the SHL Contact Center Solution, you'll have insight into which candidates may be the top performers.

Evaluate Candidates in Realistic Customer Simulations

The SHL Contact Center Solution contains interactive simulations that present the candidate with simulated, yet realistic customer calls. The simulations assess the candidate's ability to respond to customer needs, navigate contact center computer screens, handle data entry, and keyboarding skills. The contact center simulations help you evaluate a candidate's ability to realistically respond to customers and their needs.

Assess Ability to Understand and Apply Information

Another component of the Contact Center Solution tests a candidate's ability to understand and apply information to resolve customer issues and requests. Candidates are presented with screens that simulate information they are likely to encounter when working with agent systems. They are expected to use the information on the screen to quickly solve the customer issue, provide the customer with accurate and timely information, and draw appropriate conclusions based on the information given.

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Predict Retention More Accurately

Because contact centers historically have high turnover, it's important to find agents who will stay on the job. SHL's Contact Center Solution contains a retention component that is designed to identify candidates who are likely to stay in contact center positions for at least 90 days. Since attrition in contact centers frequently occurs within the first 90 days, having an edge to predict retention can make all the difference.

The SHL Contact Center Solution Offers Proven Competency Measures:

- **Working with Information** - measures the ability to efficiently and effectively use numerical and analytical reasoning to gather information and solve real-world problems.
- **Customer Focus** - measures the tendency to show enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences, being patient, tolerating rude customers calmly, and searching for information or products for customers.
- **Contact Center Retention** - measures a candidate's background, experiences, attitudes, judgments, and opinions that are associated with increased job tenure in entry-level contact center positions.
- **Navigation** - measures a candidate's interactions within a realistic contact center environment by providing a workspace that simulates multiple applications running on a Windows desktop simultaneously.
- **Service Orientation** - measures a candidate's tendency to focus on meeting customers' needs in a simulated telephone call. It includes the tone and language used to respond to customers' questions, apologizing when appropriate, and providing solutions that directly relate to customers' requests.
- **Tactful Problem Solving** - measures a candidate's tendency to engage in problem solving with customers during simulated telephone calls. This includes acquiring necessary information from both customers and systems to understand the nature of the problem, working through ambiguity to determine the correct answer, and tactfully explaining the resolution of the situation to customers.
- **Data Entry Speed** - measures a candidate's ability to listen to and record information received from customers quickly.
- **Data Entry Accuracy** - measures a candidate's ability to listen to and record information received from customers accurately.
- **Multitasking Preferences** - measures a candidate's preference for engaging in multiple tasks simultaneously, such as talking to customers on the phone while at the same time looking up information on a computer system.
- **Achievement Orientation** - measures the potential for success in entry-level and customer service jobs. This scale measures self esteem and developmental indicators of success in entry-level customer service jobs through questions regarding developmental influences, self-esteem, work history, and work related values and attitudes.
- **Conscientiousness** - measures the tendency to be aware of and follow company policies and procedures, including: working in an organized manner, returning from meals and breaks on time and working when colleagues are not working.

For more information on the SHL Contact Center Solution, please contact your account representative at 800-367-2509.



More than
30 years
leading the
people
assessment
market

Organisations 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.**