Quickly Hire Agents Who Will Delight Your Customers

SHL's Contact Center Solution will help you automate hiring to quickly identify and hire diverse, high-performing contact center agents at scale with the capability and fit to deliver customer excellence.

Our powerful simulations and candidate experience increase hiring speed and beat your competition to engage best agents at scale.

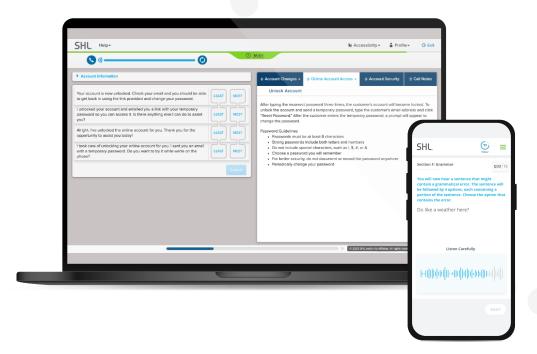|		
SHL recommended agents were	Time-to-hire was reduced by	Customer satisfaction was increased by
42%	**60%**	**32%**
more likely to be meet and exceed the goals for Average Handle Time (AHT).	for multiple global contact centers	for a global BPO

SHL.

Engage, Identify and Hire Quality Talent...
and Strive for Customer Excellence

Interest in contact center jobs has increased by 112% post-pandemic, making it almost impossible to engage every candidate. Meanwhile call volumes have increased by 85%, putting high-quality agents in high demand.

With SHL, elevate your hiring using immersive branded experiences to engage the best candidates at scale. Then, measure critical competencies with our predictive, constantly updated assessments to identify top agents. We offer a ready-to-deploy solution for customer service or sales or can tailor specific to your roles.

Assess Capability and Fit with the greatest breadth of assessments

Pressure Test for Success with a real contact center simulation

Evaluate Language and Communication proficiency at scale

Measure Readiness to work remotely

Screen Candidates Remotely with video interview

Delight every candidate by sharing personalized, strength-based feedback

Measure critical competencies required for contact centers such as:

Service Orientation, Issue Resolution, Attentiveness, Navigation, Typing, Achievement, Language Proficiency and Remote Work Readiness.

Leading the Way in Talent Innovation.

Find out how SHL can help you quickly secure agents at scale to accelerate customer satisfaction and build brand advocacy.

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Interested in hearing more?
Visit shl.com/contact-center-hiring