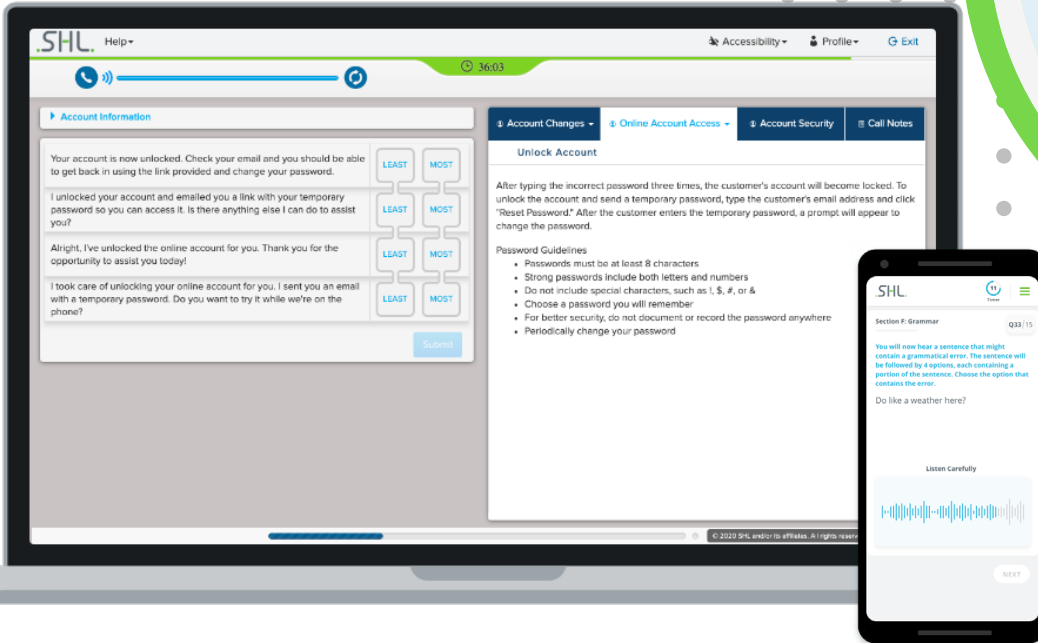


Contact Center Hiring Solution



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.



Hire high-performing agents



Reduce time to hire



Increase your Customer Satisfaction Score (CSAT)



Increase number of calls handled



Reduce Average Handle Time

SHL.

Engage, identify and hire quality talent... and strive for customer excellence

In the post-pandemic recovery phase, job applications have dried up while the call volumes have been rising. And with the move to remote work, you need agents with new skills and capabilities.

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 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.

Our results speak for themselves:



SHL recommended agents were

42%

more likely to be meet and exceed the goals for Average Handle Time (AHT).



Time-to-hire was reduced by

60%

for multiple global contact centers



Customer satisfaction was increased by

32%

for a global BPO

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.

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

SHL.