

# Contact Centre Solution



## Improve Agent Selection, Performance and Retention. Get Results with PreVisor's Contact Centre Solution.

Most businesses utilise contact centres as an essential tool in managing their customer care strategy. Increasingly, the only contact customers have with a company is with contact centre 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. PreVisor's Contact Centre Solution gives you a complete picture of your applicant by assessing for key contact centre 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 PreVisor's Contact Centre Solution, you'll get a holistic view of your candidates and their abilities to do the job. The Contact Centre 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 centre metrics such as average handle time, customer service ratings, first call resolution, adherence, and call quality scores. With the PreVisor Contact Centre Solution, you'll have insight into which candidates may be the top performers.

### Evaluate Candidates in Realistic Customer Simulations

The PreVisor Contact Centre 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 centre computer screens, handle data entry, and keyboarding skills. The contact centre 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 Centre 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.

### Predict Retention More Accurately

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

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**For more information on the  
PreVisor Contact Centre Solution,  
please contact our Australian Head  
Office on 02 8247 8300.**  
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## The PreVisor Contact Centre 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 characterised by: apologising sincerely for inconveniences, being patient, tolerating rude customers calmly, and searching for information or products for customers.
- **Contact Centre Retention** - measures a candidate's background, experiences, attitudes, judgments, and opinions that are associated with increased job tenure in entry-level contact centre positions.
- **Navigation** - measures a candidate's interactions within a realistic contact centre 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, apologising 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 organised manner, returning from meals and breaks on time and working when colleagues are not working.

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