

Inside Sales Team

Contact CenterPOP™

"Life is for service."
- Fred Rogers

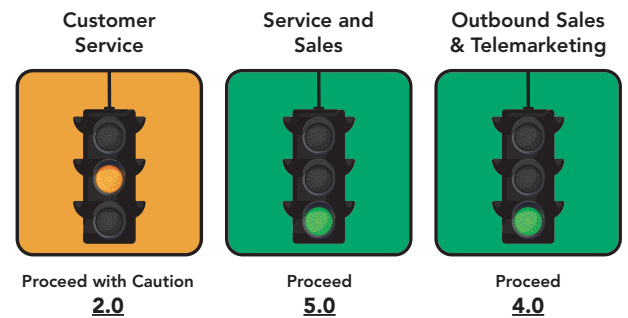
Contact CenterPOP™ (Contact Center Predictor Of Potential), is statistically reliable, and predicts outcomes with up to 99.5% statistical probability.

If you are like most Call Center organizations today, you need to distinguish between those sales and service agents who are most likely to be successful in a diversity of roles within your Inside Sales and Service Organization. The **Contact CenterPOP™** is a statistically reliable, and predictive assessment that will help you do just that.

The **Contact CenterPOP™** gives you a predictive stoplight for three roles: **Customer Service**, **Service and Sales**, and **Outbound Sales and Telemarketing/Lead Generation**.

These three statistically reliable selection models have been developed through 40 years of validated data and 30 million assessments.

Recommendations



Results Reliable?

Yes	Caution	No
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If results are not reliable, it may suggest that the candidate is responding to the questionnaire in a socially desirable manner. Please proceed with caution with the results and explore thoroughly with candidates before proceeding to selection.

The **Contact CenterPOP™** offers objective data relative to the core traits of agents for sales and service roles that make them best-suited for contact center positions, or not.

Contact CenterPOP™ helps you:

- Reduce turnover and increase performance, with a significant ROI. Develop a tailored coaching and development plan for each new hire
- Identify agents with the potential for leadership
- Identify candidates with potential to cross-sell and up-sell
- Produce a tailored coaching and development plan for every candidate
- Develop a pool of qualified candidates to support future hires
- Reduce staffing costs and lead-time



SMART WORK | ASSESSMENTS
we get people
powered by Predictive Science

Contact CenterPOP™ is one of the few normative psychometric assessments *in the world* that has been validated to help you predict your employees' performance. You can use it to integrate these scientifically-based insights *throughout an employee's entire life cycle with your organization*, from management selection to career development and succession planning.

www.SmartWorkAssessments.com

Contact CenterPOP™ predicts performance by measuring the #1 competency of successful professionals—self-management. This is an individual's ability and willingness to take initiative and achieve goals—with minimal outside influence.

POP™ assessments measure 7 hard-wired character traits that together reflect an individual's baseline potential (talent), their attitudes and habits (effort), and key personality dimensions that can predict alignment with a manager, team, or culture.

Contact CenterPOP™ assesses and reports on:

- Self-Management Potential - the #1 predictor of success
- Service Motivation - the motivation to provide service and satisfy customer needs
- Team Orientation - the potential to work as part of a team and the need for supervision
- Analytical Orientation - the potential to learn and apply new knowledge
- Service Orientation - Warm, friendly and enthusiastic
- Self-Confidence - Possessing and projecting a positive self and corporate image
- Stress Coping - the ability to cope with the constantly changing demands of customer contact and services

Our Assessments, Analytics, and Insights Will Make Your Organization More Efficient. Period.

Psychometric testing is used by over 80% of the Fortune 500 companies in the USA and by over 75% of the Times Top 100 companies in the UK. These leading-edge organizations use science to build more strategic management cultures by selecting, developing, coaching, and retaining top performers, as well as by using profiling systems in their succession planning.

Smart Work | Assessments is the master U.S. distributor for Self Management Group's industry-leading POP (Predictor of Potential™) psychometric assessments. Supported by Self Management Group's statisticians and psychologists, we leverage reliable, validated data from more than 30 million normative assessments to help our clients boost productivity, slash turnover, and achieve organizational goals with confidence.

Contact CenterPOP™ can be *normed* to reflect your specific sales and service culture, and your selection needs. We do this by benchmarking the different roles in your organization and then build a customized success and selection model for you.

Customized analytics also provide you and your senior leadership team with powerful knowledge about your business, allowing you to make strategic talent decisions that align with your organization's vision.

For a free assessment or initial consultation about your assessment needs, contact us at:

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