

Contact Center SimulationPOP™

"To keep a customer demands as much skill as to win one."
- American Proverb

Contact Center SimulationPOP™ (*Predictor of Potential for Contact Center Skills*) is a skill-based, statistically reliable simulation which predicts which call center candidates are most likely to be high-performers relative to their computer and cognitive skills and customer-service focus.

Looking for superior customer service agents? Hire only the best—let **Contact Center SimulationPOP™** screen out the rest! You understand exactly how important your Contact Center staff is when it comes to maintaining strong, positive relationships with your customers. Being a Contact Center agent/customer service representative is a tough job. It takes a resilient, caring person who can communicate well, think quickly, make good decisions, and juggle multiple technologies.

Contact Center SimulationPOP™ lets you evaluate each candidate's actual skills as they respond to a typical call

scenario. You'll receive a report that rates the candidate on **computer literacy, cognitive skills (reading, math, and problem-solving), and customer focus**. Deploy this tool early in the selection process to quickly weed out individuals whose skills just don't measure up.

You can rely on **Contact Center SimulationPOP™** to deliver consistent, objective data on which to base your hiring decisions. It supports all EEOC requirements while identifying those candidates who meet or exceed the baseline skill competencies required for your Contact Center positions.

The **Contact Center SimulationPOP™** is best-suited for any type of inside service or sales role. This is exclusively on-line and includes a customizable interface that can even measure language capabilities and capture a voice sample for your hiring managers to review.

Contact Center SimulationPOP™

- Shortens your candidate evaluation cycle
- Reduces turnover and increase performance by making better hires
- Identifies candidates with potential to cross-sell and up-sell
- Reduces training and staffing costs

Contact Center SimulationPOP™ is a state-of-the-art, cost effective simulation tool that helps evaluate a candidate's skills and abilities. Through this "day in the life" simulation program, contact centers make better hiring decisions and select candidates that are more likely to stay, perform and deliver results.



Contact Center Simulation helps compare a candidate's job-related skills to help you more confidently choose to hire them.

The computer-aided reporting system and candidate self-paced web-based interface provides the hiring manager with an immediate, detailed report that outlines the candidate's ability to listen, cross-sell or upsell, their listening and comprehension skills, their mathematical skills, typing skills. Additionally, you can get a voice sample.

Contact Center SimulationPOP™ assesses and reports on:

- Keyboard efficiency, speed and accuracy
- Computer Navigation Skills
- Listening and Memory Skills
- Reading Skills
- Mathematical accuracy and competency
- Cognitive problem-solving
- Understanding of customer's needs
- Ability to cross-sell and upsell opportunities
- Language capabilities and optional voice sample

Contact Center SimulationPOP™ can be administered after initial phone screen.

- Assesses computer literacy, cognitive skills and customer service.
- Takes 8-10 minutes to complete
- Is benchmarked to your reps
- Virtual Day-in-the-Life Experience
- Identifies hard skills potential necessary for success
- Reduces 90-day attrition

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.

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

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