



SMART WORK | ASSESSMENTS
we get people
powered by Predictive Science

Contact Center Screen™

"Customer service is the new marketing."
- Derek Sivers

When your customers call, the Customer Service Representative who answers **is your company** in the mind of the caller; therefore, you need to make sure that every seat in your contact center is filled by a fully qualified, enthusiastic professional.

Contact Center Screen™ is an objective, statistically validated tool for helping you screen applicants to make sure that you invest your time in interviewing only the best.

Contact Center Screen™ is a widely-used tool for applying the power of statistical science to weed out applicants who are not a good fit to your critical roles and

keep your selection efforts focused on the individuals who are most naturally suited to be high performers in the exciting, chaotic world of today's contact centers.

Contact Center Screen™ is part of a complete family of psychometric assessments that draw on more than 30 years of predictive analytics research and development, and is automatically included as one of the assessment options in the **Smart Work Assessments** turn-key solution for managing all your contact center recruiting, selecting, and tracking needs.

The **Contact Center Screen™** provides an efficient and economical solution to the challenge of targeting and screening a high number of potential recruits. It is a customized process that provides a quick snapshot of the candidate's potential for a specific call center/service or inside sales role. The screening system can be customized and tracked to ensure the appropriate flow of quality candidates to the next step in the selection process.

Contact Center Screen™ allows you to:

- Rapidly assess large numbers of applicants for Customer Service/Inside Sales positions
- Screen out applicants who are not a fit for any of the Sales/Service roles you have
- Select in applicants that have higher potential for long-term retention in a CSR Role
- Ask interview questions that are customized to the applicant's screening results

The **Contact Center Screen™** is designed to help managers/recruiters make an informed decision about the suitability of a particular candidate seeking employment in a contact center environment. As such, the **Contact Center Screen™** highlights each candidate's inherent strengths and growth opportunities as they pertain to success in a customer service or sales role, allowing for strategic placement, selection, and coaching decisions to be made in an informed manner.



Contact Center Screen™ 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.

Our screens 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 Center Screen™ provides specific insights into key success factors for contact center personnel, including:

- Potential to be a self-manager
- Task orientation
- Approach to structure
- Approach to conflict
- Willingness to take responsibility
- Sociability ("people person")
- Attention to detail
- Attitudes about service and sales
- Willingness to network with others
- Job stability

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.

Smart Work | Assessments is a Master Distributor of a Predictive Suite of over 80 assessments from Self Management Group of Toronto, Canada. All are based on 35 years of reliable statistical science, being actively used by over 3500 clients in 40 countries, with over 35 million assessments completed.

Recommendations

Sales



Conditionally
Recommended
3.4

Service



Recommended
4.1

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.

Contact Center Screen™ is normed against more than 30 million assessments of call center/service and inside sales professionals to provide quick screening for key attributes of successful call center/service and inside sales roles.

Customized analytics from our full assessments can 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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