



## CONTACTCENTERSIMULATOR™

THE NEXT GENERATION IN SIMULATION, SCREENING AND COMPETENCY TESTING

The **CONTACTCENTERSIMULATOR™** is a cost effective simulation tool used to evaluate a candidate's skills and competencies in a contact center environment. Through this simulation program, contact centers are able to make better hiring decisions and select candidates that will stay, perform and deliver results.

### CONTACTCENTERSIMULATOR™

- Customizable web-based interface
- Assesses a candidate's ability to perform a wide range of job related skills
- Reduces the learning curve
- Speeds up the on-boarding process
- Reduces turnover and increases performance

Completely customizable, the **CONTACTCENTERSIMULATOR™** can be used to prescreen call center applicants, sell the candidate on the career opportunity and test the hard skills and competencies required for success in sales or service roles in high performing call center environments.



# Recruit and Select Top Contact Center Staff

The **CONTACTCENTERSIMULATOR™** allows the candidate to experience a "day in the life" at your contact center and "test drive" what it feels like to perform in a sales or customer service role. During the call center simulation test, the candidate is required to make decisions and handle in-bound calls similar to those experienced by agents in your environment. While the candidate previews the career opportunity, the hiring manager instantly receives a report on the candidate's ability to manage the tasks required for success in the role.



The **CONTACTCENTERSIMULATOR™** assesses the following:

- Keyboard efficiency, speed and accuracy
- Computer navigation skills
- Listening and memory skills
- Reading skills
- Mathematical accuracy and competency
- Cognitive problem solving
- Candidate's understanding of customer needs
- Candidate's ability to cross-sell and up-sell
- Language capabilities with optional voice sample

The **CONTACTCENTERSIMULATOR™** report is instantly generated. The complete, detailed reporting system provides the hiring manager with a comprehensive understanding of the candidate's ability to perform a wide range of job related skills.

## SELF MANAGEMENT GROUP

The **Self Management Group** is a world leader in screening, selecting, developing, and retaining top performers. For over 30 years, the **Self Management Group** has partnered with leading companies to develop high performance, self managed organizational cultures.

For more information about the **CONTACTCENTERSIMULATOR™** and the **Self Management Group's** other profiling and training systems please visit [www.selfmgmt.com](http://www.selfmgmt.com) or call 416.746.0444.

