

# PerformanceEdge® Job Match

**Many contact centers are faced with anywhere from 30-100% annual agent attrition. Hiring and training new agents is an extremely time consuming process and new agents are typically much less productive than more seasoned employees. To reduce costly agent turnover and its impact on customer satisfaction and overall performance, you need to hire the right agents from the start.**

**PerformanceEdge Job Match improves the agent selection process by screening out "bad fits" and attrition risks up front to focus your recruiting efforts on only pre-qualified candidates, so you can hire the right agents from the start.**

PerformanceEdge Job Match powered by Knowlagent, is a web-based job screening application that is designed to help you hire the right agents who possess the skills and traits required for the position and who are able to excel.

The solution uniquely combines candidate education with skills and personality assessments for screening candidates early in the hiring process to enable increased agent retention, recruiting efficiency, new hire productivity and customer satisfaction.

## **Provide Realistic Job Expectations to Candidates**

Attrition ranks as the single most important initiative preventing a company from achieving performance goals. Some of the top reasons for agent attrition include unclear job expectations, job fit and competency and confidence to execute.

PerformanceEdge Job Match includes Company Overview and Realistic Job Preview profiles that help educate candidates about the company and provide a realistic job preview of what the calls will be like so they can make an informed decision. These profiles are easily configurable, so you can include relevant information based on your unique contact center environment.

By providing candidates with an overview of the position and tasks associated with the job, PerformanceEdge Job Match helps you establish clear and consistent job expectations up front to minimize early turnover due to unrealistic expectations and eliminate wasted time interviewing poor fit candidates.

## **Conduct Pre-Hire Skills and Personality Trait Assessments**

PerformanceEdge Job Match is specifically designed for contact centers. Other assessment tools do not adequately test for the relevant skills in the contact center and can overlook a candidates' long term contribution potential. In addition, recruiters typically save these assessment tests as a last step in the hiring process because of their cost. This leads to inefficient hiring process results and missed hiring opportunities.



## Highlights

- Web-enabled job screening designed to make your hiring process more efficient.
- Pre-hire skills and personality trait assessments built around contact center specific environments.
- Company Overview and Realistic Job Preview profiles educate and set candidates' expectations prior to being hired.
- Interactive skill assessments to test candidates' basic skills.
- Personality assessments that measure the behaviors necessary to succeed in your contact center environment.
- Potential Fit by Job reports provides recruiters easy analysis of candidates' assessment results.

PerformanceEdge® Job Match can baseline existing agents to determine what separates your top performers from lower performers and incorporate this information in building the assessments that potential new hires take. Based on your defined criteria, the solution matches candidates' skill and personality traits to specific positions and flags the traits and cognitive abilities that will hinder success. With these skill and personality assessments you can:

- Test potential agents' skills, such as business reasoning, computer navigation, audio typing, etc., to easily identify candidates with the right skills, including those that meet your minimum skill requirements to start the job—thereby reducing a new hire's ramp-up time and improving their time to proficiency.
- Screen candidates' traits mapped to specific contact center behaviors to ensure they will be a good fit within for your organization's culture.

And because PerformanceEdge Job Match is priced by the hire and not the assessment, you can move assessments earlier in the hiring process—making your hiring initiatives more efficient and cost effective.

### Objectively Evaluate Candidates Based on Job Fit

With the volume of hiring needs in the contact center, looking for the best fit is a luxury you rarely have. You need to be able to quickly weed out candidates who are unlikely to be successful on the job in order to rapidly fill outstanding job positions.

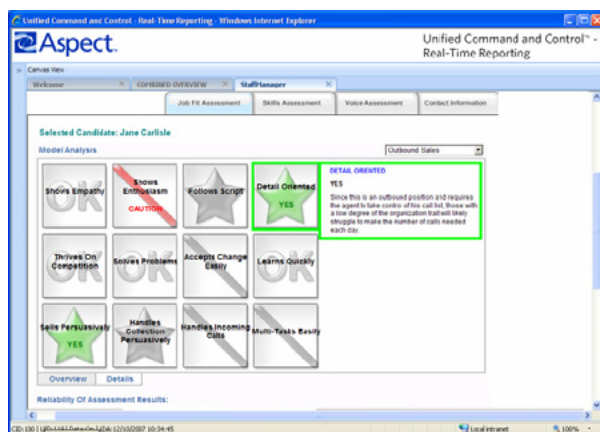
PerformanceEdge Job Match provides Human Resources and hiring managers with objective information to screen candidates based on job suitability. A per-hire pricing model aligns with business needs to provide recruiters with consistent, objective data prior to conducting interviews to quickly eliminate candidates who are not a good fit. At-a-glance they can display assessment results to easily determine those candidates who meet minimum requirements to advance to the interview stage. These tools help improve your interview-to-offer ratio by ensuring that interviewers are spending time with pre-qualified candidates, including both phone screenings and face-to-face interviews.

### Improve Recruiting Efficiency and Reduce Hiring Costs and Attrition

PerformanceEdge Job Match dramatically improves recruiting efficiency and reduces hiring costs and attrition by automating key steps of the selection process to eliminate wasted time screening and interviewing unqualified candidates. By combining candidate education with skills and personality assessments, PerformanceEdge Job Match helps you to narrow the hiring field—screening out “bad fits” and attrition risks. This means that interviewers only spend time with pre-qualified candidates who are more suited to the position and who are committed to succeed.

With PerformanceEdge Job Match, new hires complete initial training more readily and achieve nesting and floor metrics more quickly. The end result is improved interview-to-offer ratios, new training completion and time-to-proficiency rates, increased productivity and reduced costs and attrition.

*PerformanceEdge Job Match provides at-a-glance summaries of assessment results, so HR and hiring managers can easily evaluate and screen pre-qualified candidates.*



### About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, visit [www.aspect.com](http://www.aspect.com).

### PerformanceEdge™ Group

The PerformanceEdge Group is a dedicated resource within the Aspect organization that is comprised of contact center performance professionals with technical, process and application subject matter expertise.

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