

CONTACTCENTERPRO™

CONTACT CENTER AGENTS & MANAGERS PROFILE



The **CONTACTCENTERPRO™** is a normative psychometric profile designed to help select and retain call center professionals based on their approach to customer service, decision making, attitude about their role, their success with scripts and structure and other factors essential in a contact center culture.

CONTACTCENTERPRO™

- Reduces early turnover and increases performance
- Reduces staffing costs
- Identifies candidates with the potential to cross-sell and up-sell
- Provides individual coaching and development plan
- Increases the flow of qualified candidates
- Produces an ideal candidate model that recruiting managers can use to recruit more top performers

The **CONTACTCENTERPRO™** allows an organization to retain and expand their existing client base by providing the best service in the sector. Each customer contact is an opportunity to strengthen the relationship and develop loyalty within the clientele.

SELFMANAGEMENT
CONTACT CENTERS
SELECT | DEVELOP | RETAIN | TOP PERFORMERS



The **CONTACTCENTERPRO™** assesses and reports on the following:

- Service competencies
- Sales and business growth competencies
- Decision making, loyalty and approach to structure.
- Emotional Intelligence
- Success factors such as self management, motivation, comfort with conflict, confidence & lifestyle management
- Listening style and approach to networking
- Candidate's ability to cross-sell and up-sell
- Language capabilities with optional voice sample

The **CONTACTCENTERPRO™** measures 8 separate character traits combined into constructs that relate to competencies important in contact center roles. The profile provides valuable information about the individual's fit to the uniqueness of a contact center environment.

In addition, the **CONTACTCENTERPRO™** measures self confidence, lifestyle management, listening style and the individual's attitudes about networking, self promotion and managing rejection. All these factors are presented in a user friendly report and include suggested interview questions and coaching suggestions.



For a free demo and complimentary consultation contact:

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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 **CONTACTCENTERPRO™** and the **Self Management Group's** other profiling and training systems please visit www.selfmgmt.com or call 416.746.0444.