



HOME OF THE POP™ - PREDICTOR OF POTENTIAL

CONTACTCENTERSCREEN2.0™ SCREENING CONTACT CENTER AGENTS

The **CONTACTCENTERSCREEN2.0™** is used by many organizations to identify and screen for candidates who will perform and survive in structured environments. By assessing the inherent talent, effort history and fit to the position, the **CONTACTCENTERSCREEN2.0™** is able to assist a hiring organization to rank candidates and focus the hiring resources on candidates with the highest probability of being retained.



- Determines suitability for contact center environments
- Identifies high potential sales/service representatives and agents
- Screens and eliminates candidates lacking essential character traits
- Provides information on candidate/manager matching
- Provides in depth candidate retention

The **Self Management Group** is a world leader in screening, selecting, developing, and retaining top performers. For over 35 years, the **Self Management Group** has partnered with leading companies to develop high performance, self managed organizational cultures.

For more information about the **CONTACTCENTERSCREEN2.0™** and the **Self Management Group's** other assessments and training systems please visit www.selfmgmt.com or call 416.746.0444.

