



# HOME OF THE POP™ - PREDICTOR OF POTENTIAL

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## CONTACTCENTERSIMULATION™

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The **CONTACTCENTERSIMULATION™** is a cost effective 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.

The **CONTACTCENTERSIMULATION™** 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.



- 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

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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 **CONTACTCENTERSIMULATION™** and the Self Management Group's other assessments and training systems please visit [www.selfmgmt.com](http://www.selfmgmt.com) or call 416.746.0444.

