

# Contact Center Suite



## Preserve efficiencies and satisfaction levels while demonstrating the value of your contact center

We know these are challenging, fiercely competitive times and that it's imperative to hold on to your valued agents and continue to develop and motivate them. PreVisor's Contact Center Suite will not only help you identify which candidates have the ability to thrive in a customer contact role, but who actually end up doing so, and for extended periods. PreVisor is dedicated to delivering solutions that help increase revenue and profitability, deliver better customer service, improve retention, and boost operational efficiency.

You depend on your people. Now more than ever, you need to be able to depend on the process you use for selecting them, too.

### Save Time and Money by Investing in the Best

When it comes to assessments for Contact Center roles, everyone talks about being the best – best service, people, and performance. But not every assessment provider covers all the roles you need to assess for. Instead of going from one assessment provider to another, PreVisor's Contact Center Suite allows you to save time and money by investing in one provider to hire the best. With full access to eleven (11) pre-packaged job solutions, designed to help you hire the best employees at each level to meet your customers' needs, PreVisor's Contact Center Suite is your one stop, full service offering.

### The Difference: Focus on a Broad Range of Jobs

The PreVisor difference is not about providing a few assessments for a few key roles. It's about helping our clients produce satisfied and repeat customer interactions at every level. We target our talent measurement solutions for a variety of job roles from entry-level to management. Each solution is expertly designed by Industrial-Organizational Psychologists to predict and improve performance in contact center organizations. PreVisor's Contact Center Suite offers solutions within the contact center industry to:

- Increase productivity
- Deliver better customer service
- Reduce turnover & increase retention
- Boost operational efficiency



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**For more information on  
PreVisor's Contact Center Suite,  
please contact your account  
representative at 800-367-2509.**  
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## Proof Positive Contact Center Industry Experience

PreVisor's assessment content has repeatedly demonstrated its ability to predict performance. PreVisor's award-winning Contact Center Solution scientifically measures the effect improved hiring has on key performance indicators such as productivity, attendance, turnover, customer satisfaction and sales. In fact, PreVisor has demonstrated direct ROI for our clients' talent initiatives, showing strong and compelling business results such as:

- Agents who earned higher scores on a call center retention predictor were 23% less likely to leave the job in the first two months.
- "Super Agents" show 35% improvement in average handle times and 200% higher quality
- An 11% increase in average number of calls handled picked up 18 more productive days per employee per year
- High-scoring collection agents average \$5,000 more a month in collections than low scoring agents.

## Make the Human Connection

With a vast assessment catalog, decades of ongoing research, and the latest technology in testing, PreVisor's solutions accurately measure critical competencies at every level within an organization. To understand the landscape of your current workforce, the results from PreVisor's solutions can be used to:

- promote talent into leadership roles within the contact center,
- identify future leaders for succession planning, and
- effectively reorganize current workforce into a new structure and new roles.

## PreVisor's Contact Center Suite has the Depth and Breadth of Jobs and Levels

- Contact Center Agent
- Contact Center Agent - Advanced
- Contact Center Manager
- Contact Center Team Lead/Coach
- Business Retention Agent
- Collections Agent
- eChat Support Agent
- At Home Agent
- Sales Agent
- Service and Sales Agent
- Technical Support Agent

## Improve the Impact of Your Solution with a Training Bundle from SkillSoft

PreVisor also offers learning solutions from SkillSoft, a leading provider of e-learning and performance support solutions. Through this partnership, we have developed a bundle of training courses designed specifically to further enhance the Contact Center Suite. This add-on license provides online training covering entry- to managerial-level positions. You will get access to 21 classes totaling over 65 hours of online training for your employees.

**For more information on the PreVisor Contact Center Suite, please contact your account representative at 800-367-2509.**