

FurstPerson is the leading provider of call center hiring solutions with a specific focus on pre-employment screening and assessment solutions and services. FurstPerson has been providing call center hiring solutions since 1997 and remote agent hiring solutions since 2002.



WHAT IT DOES FOR YOU

- Shows what to look for in a new hire by leveraging FurstPerson's job analysis process, data warehouse, and competency library to create custom job profiles for your jobs.
- Accurately predicts how a job candidate will perform in your job by utilizing a wide range of assessment tools like problem solving tests, personality inventories, and the award-winning CC Audition® call center simulations.
- Improves your impact on business performance.
- Manage web-based candidate hiring processes.
- Reduces your compliance risk.

HOW IT WORKS

- Defines your Call Center service, support, sales, collections, supervisor, email/web chat, and home agent jobs in measurable competencies that are important to job success.
- Formalizes a job profile using these competencies.
- Selects the right assessment tools to match candidates against job profiles.
- Customizes a scoring model based on your job profile and performance metrics.
- Validates that the hiring solution is predicting successful performance against your key service and sales metrics.
- Enables a web-based hiring model with custom workflow and management tools.

THE RESULTS

- Clients have realized new hire retention improvement up to 70%.
- Clients have realized new hire job performance (CSAT, AHT, FCR, Sales, etc.) improvement by up to 45%.
- Training managers report better graduation rates and performance during training.
- New hires reach tenured performance levels faster improving your operational productivity.

- ✔ Web-based for easy candidate and hiring manager access
- ✔ Customized call center hiring solutions
- ✔ Integrated on-boarding, funnel management, and new hire development reports
- ✔ Brick and Mortar and Home Agent hiring options
- ✔ Workflow management tools
- ✔ Leading call center assessment tools including the CC Audition® call center simulation products