



HIRE.DEVELOP.PERFORM.

1ST SCRIBE®

FACT SHEET

Successful contact center job performance is dependent on the job candidate's work habits, work abilities, work skills, and work attitudes. 1stScribe® successfully measures a job candidate's work skills for written communications. With written contact channels growing, 1stScribe provides a critical view into a job candidate's ability to perform email/chat customer contact.

What is 1stScribe?

The 1stScribe assessment is designed to predict performance in jobs with a specific need for clear written communication. 1stSCRIBE is designed to measure an applicant's written communication skills in order to predict which applicants will be most successful in performing the following tasks:

- Communicating with customers via online chat channels
- Communicating with customers via email
- Publishing content, instructions, or user assistance articles that are clear, concise, and complete



1stScribe basic facts:

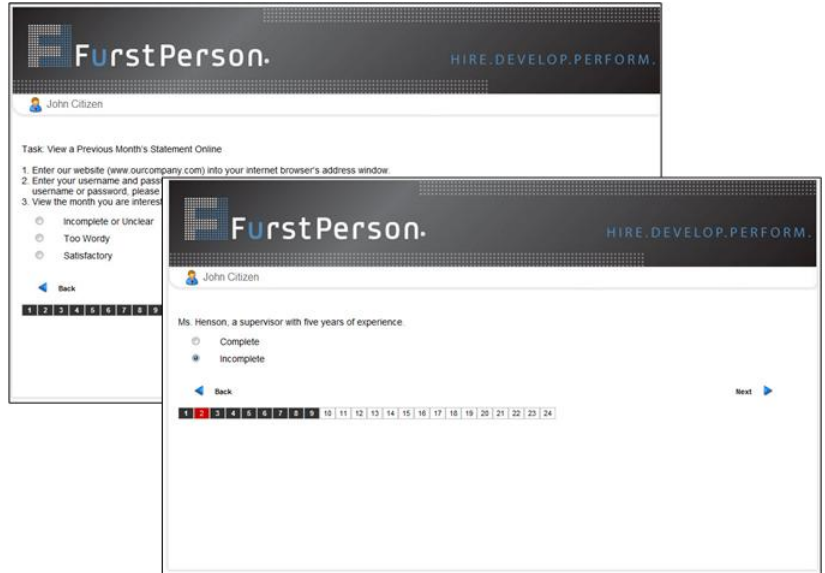
- Includes 24 test items
- Takes about 15 minutes to complete
- Assesses punctuation, spelling, grammar and word usage
- Measures competencies that are key to effective written communication
- Predicts job performance



Why 1stScribe?

1stSCRIBE has proven to be a strong predictor of job performance for roles that require agents to communicate in writing. Individuals who score higher on 1stSCRIBE also receive higher performance ratings for supporting customers through email, chat, and for publishing well-written instructional materials.

1stSCRIBE has proven to be a strong predictor of new hire job performance within key call center job families like technical support, sales, and customer care.



In the technical support chat example to the left, all participants had been through an internal writing certification course.

Even so, individuals who scored higher on 1stSCRIBE received 21% higher performance ratings on average for the email and chat functions.