



HIRE.DEVELOP.PERFORM.

1ST SOLVE®

FACT SHEET

Successful contact center job performance is dependent on the job candidate's work habits, work abilities, work skills, and work attitudes. 1stSOLVE successfully measures a job candidate's work abilities. Understanding if the candidate "can do" the job is a critical step during the hiring process.

What is 1stSolve?


1stSOLVE is a problem solving test that helps contact center hiring managers evaluate a candidate's abilities in the following areas:

- Workplace Communication
- Working with Numbers


By measuring verbal knowledge and skill, mathematical skill, and reasoning abilities, 1stSOLVE enables contact centers to hire agents who are better equipped to learn and apply information they need to resolve customer inquiries effectively.

1stSolve has been proven to predict:

- Call Quality and Customer Satisfaction
- Sales Performance
- Learning & Applying Technical Concepts
- Communicating Technical Concepts
- Technical Skills



The computer adaptive version of 1stSolve enables FurstPerson to deliver questions tailored specifically to a candidate's ability, which has the added benefit of increasing test security and shortening test time.



Why 1stSolve?

Problem solving tests are widely considered to be the best predictors of job performance.

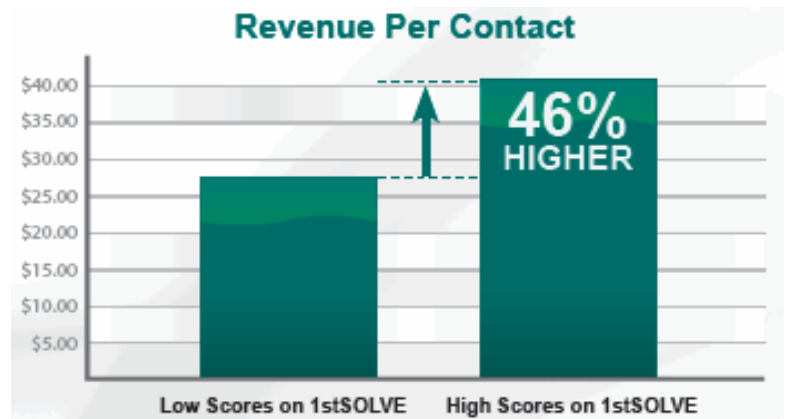
As a problem solving test, 1stSOLVE has proven to be a strong predictor of new hire job performance within key call center job families like technical support, sales, and multi-skill call types.

In 1stSOLVE, the candidate answers questions based on knowledge or by considering the context, an important job skill.

Candidates who do well on 1stSOLVE tend to have an easier time understanding and absorbing complex information and explaining it to callers in a clear and understandable manner.

Sales Example:

For this sales example below, individuals who scored higher on 1stSolve had 46% higher revenue per customer contact than those who scored lower on 1stSolve.



Key Facts about 1stSolve:

- 25 items
- 15 minutes to complete
- Excellent reliability and validity
- Face valid
- Appropriate for complex contact center jobs such as technical support, sales, and multi-skill jobs

Technical Support Example:

For this technical support example below, individuals who scored better on 1stSolve had a 29% better overall performance rating.

