



HIRE.DEVELOP.PERFORM.

CC AIMS®


FACT SHEET

Predicting hourly worker job success requires understanding what the job candidate's job preferences are compared to the underlying job requirements. Candidates may have the ability to perform the job, but do they want to perform the job? CC AIMS measures a candidates' potential fit and motivation to do the job well – all critical components for employees who are often the first line of contact with customers.

What is CC AIMS®?

CC AIMS is a web-based personality inventory that measures and immediately scores a candidate's attitudes, interests, and motivations to work in a contact center environment. Factors of focus are: Problem Solving, Idea Generation, Administration, Resistance to Change, Teamwork, Expressiveness, Impulsiveness, Perfectionism, Attitude Towards Work, and Self Centeredness.

Once the candidate completes the CC AIMS they are scored immediately. Scores are then available to the hiring team or the candidate can be automatically moved forward in the next step of the hiring process.

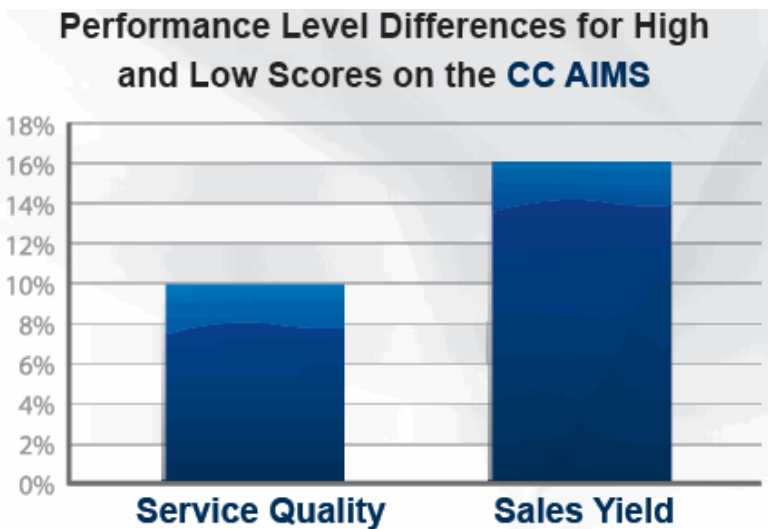
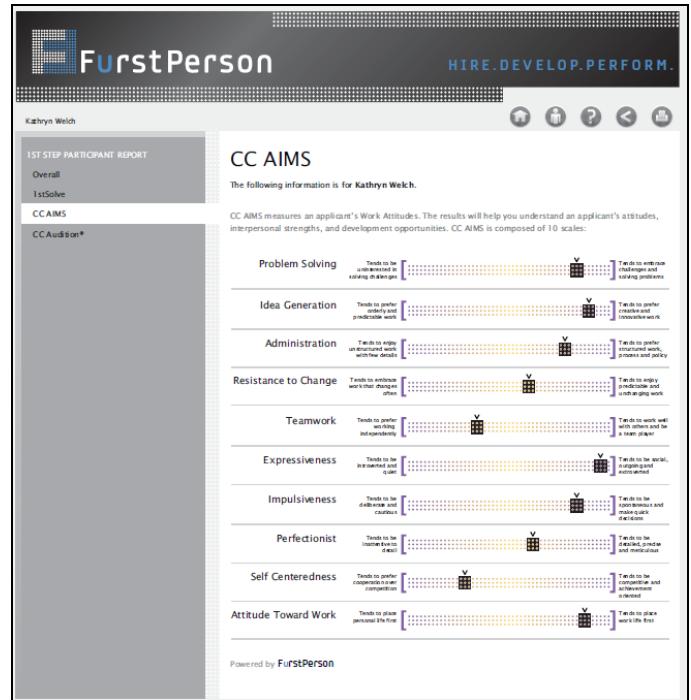


Completed in about 15 minutes, CC AIMS:

- Consists of 100 questions focused on personality and attitude
- Measures motivational fit of candidates according to your contact center job requirements
- Predicts job performance

How the CC AIMS Test Works:

- Measures the candidate’s motivational fit for your contact center job compared to your requirements.
- Can be easily administered in multiple locations to a large group of candidates.
- Provide quick and effective feedback on candidates in less than 20 minutes.
- Helps your organization demonstrate its concern for equitable treatment through a high-tech, standardized testing procedure.
- Predicts job performance



CC AIMS Example:

- Candidates who did better on CC AIMS had:
 - 10% Better Service Quality Performance
 - 16% Better Sales Performance