

HIRE.DEVELOP.PERFORM.

# CC AUDITION®

# SALES

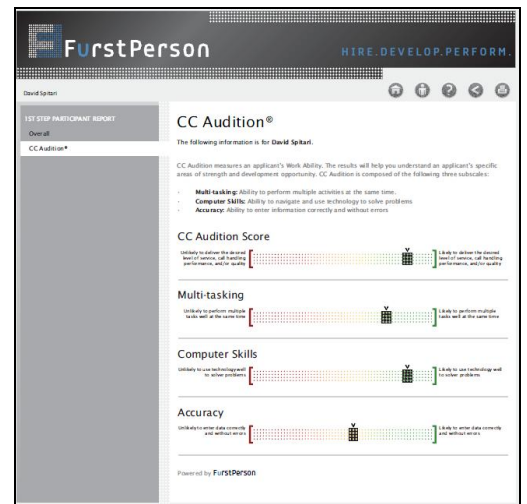
# FACT SHEET

What if you could see how your job candidates would perform in a real world sales environment of your call center? Meet CC Audition® Sales. CC Audition Sales is a sophisticated, web-based multi-media call center simulation designed specifically for inbound sales roles. It walks your potential employees through realistic call scenarios before they are hired, allowing them to “play the part.”

## What is CC Audition® Sales?

A web-based call center simulation that allows hiring managers to measure:

- **Computer Ability** – Navigating quickly and efficiently
- **Accuracy** – Accuracy with details and information
- **Multi-tasking** – Managing several tasks simultaneously
- **Sales Orientation**
  - Effective probing
  - Building rapport
  - Persuasive ability
  - Customer education
  - Active listening
  - Assertiveness
  - Overcoming resistance

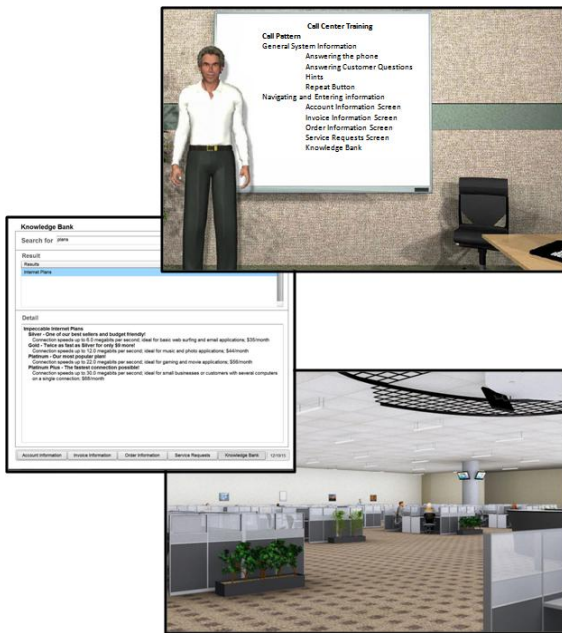


### Job candidates complete the following:

- Introduction
- Training session
- Three inbound call scenario
- Simulation exit

# CC Audition® Sales Simulation Advantages...

- Allows you to evaluate candidates in a simulated contact center environment, the next best thing to an actual day on the job
- Enables candidates to determine if they could enjoy working in a contact center environment and then to self-screen out of the hiring process if necessary
- Increases the probability your employees have the ability and skills for your inbound sales position
- Candidates who do well on CC Audition® Sales tend to perform better in sales roles.



## Key Facts about CC Audition® Sales:

- Takes about 35 to 40 minutes to complete
- Web-based
- Scored immediately
- Taken remotely or in-office