

HIRE.DEVELOP.PERFORM.

CC AUDITION®

SERVICE: HOME AGENT

FACT SHEET

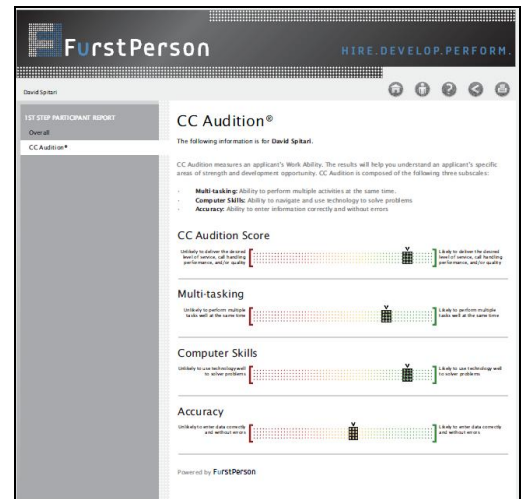
What if you could see how your job candidates would perform in a real world environment of an at-home call center? Meet CC Audition®. CC Audition® is a sophisticated, web-based multi-media call center simulation designed specifically for *customer care and support positions* in a home agent model. It walks your potential employees through realistic call scenarios before they are hired, allowing them to “play the part.”

What is CC Audition® Service?

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
- **Customer Service Orientation**
 - Listening skills
 - Following procedures
 - Decision making

Also available in Spanish, French-Canadian, and bi-lingual (calls in Spanish / system in English)



In about 35 minutes, job candidates complete the following:

- Multi-media introduction in a realistic home agent office
- Training and Practice call
- Three Scored Call Scenarios
- Simulation Exit

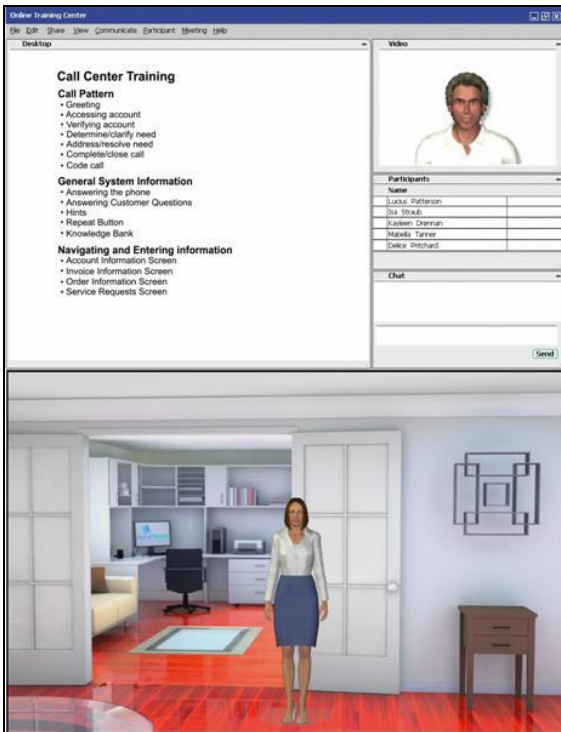
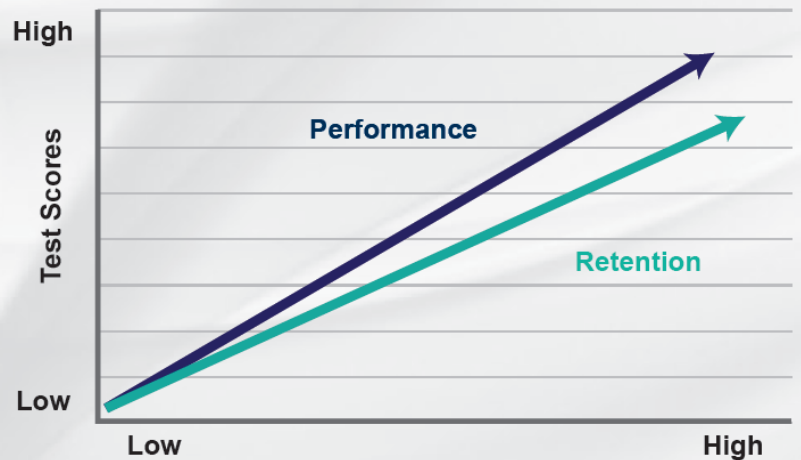
How CC Audition Works...

CC Audition® will allow you to:

- Evaluate candidates in a simulated contact center environment, the next best thing to an actual day on the job.
- Increase the probability your employees are a good fit for your contact center job.
- Provide candidates with a face valid, interactive assessment.
- Better predict candidates who are:
 - More proficient with call center systems and call control performance
 - Better able to navigate computer systems and handle multiple tasks
 - Perform better in training
 - More accurate with customer information

Once candidates complete CC Audition®, they are scored immediately. Scores are then available to the hiring team.

CC Audition® Candidate Scores Versus Performance Results



What test takers are saying about CC Audition® ...

- 93% rated CC Audition® as effective or better at depicting what it is like to work in a call center
- 96% rated the graphical quality of CC Audition® as effective or better
- 95% rated the customer scenario situations as effective or better

*Effective equals a score of 3 or better out of 5.