

HIRE.DEVELOP.PERFORM.

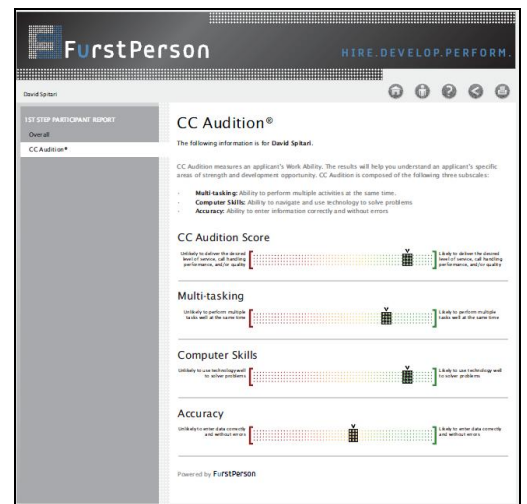
# CC AUDITION® TALK & NOTE FACT SHEET

What if you could see just how your job candidates would perform in a real world environment of your call center? Meet CC Audition® Talk & Note. CC Audition Talk & Note is a sophisticated, web-based multi-media call center simulation for customer contact positions. It walks your potential employees through realistic call scenarios before they are hired, allowing them to “play the part” they may play for real. And, Talk & Note adds to the realism by incorporating speech and advanced call documentation. Candidates actually speak and respond during the call scenario.

## What is CC Audition® Talk & Note?

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
- **Effective Communication**
  - Did the candidate say what they are supposed to say?
  - Identifying key messages in customer communications
  - Recording effective account notes
  - Responding appropriately to customers

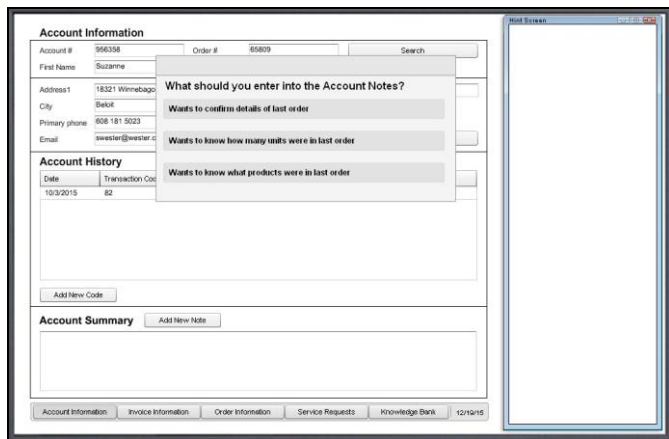


### Job candidates complete the following:

- Introduction
- Training session
- Microphone calibration
- One extended call scenario
- Simulation exit

# CC Audition® Talk & Note 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 contact center job
- By adding speech and advanced documentation, the simulation forces a shift between multiple cognitive processes much like the actual contact center job
- Candidates who do well on CC Audition® Talk & Note tend to be better performers with:
  - Better average handle time
  - Better customer satisfaction (CSAT) results



## Key Facts about CC Audition® Talk & Note:

- Takes about 20 to 25 minutes to complete
- Can be used with other CC Audition® products or on a stand-alone basis
- Web-based
- Scored immediately
- Proctored environment