

HIRE.DEVELOP.PERFORM.

**SPEECHSCREEN®**

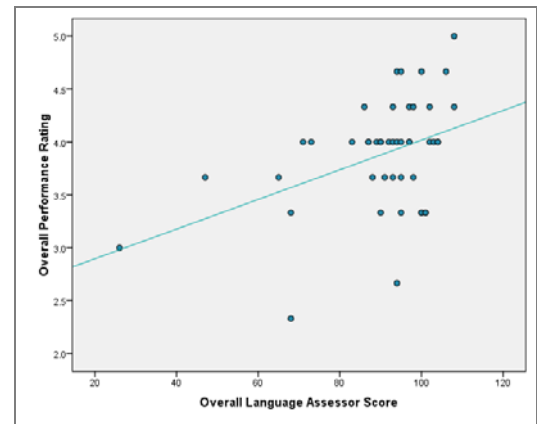
**FACT SHEET**

FurstPerson’s SpeechScreen is a non-native English proficiency testing system that evaluates fluency and pronunciation so that new hires will achieve a greater level of customer satisfaction. SpeechScreen is offered via a partnership with Nexidia®.

## How does SpeechScreen work?

- Takes less than 6 minutes to complete
- Candidate can complete remotely or in-office
- The tool is available via a web-based interface
- Candidates can either record the script via a microphone or via an IVR interface
  - A script is created that uses product names or scripted phrases to assure that each phoneme in the language is represented and creates a valid assessment
- Using Nexidia’s Language Assessor engine, the system:
  - compares a candidates’ recorded reading of a script to the phonetic standard of the specified language
  - Measures the quality of pronunciation and fluency
  - The system reviews, scores, and ranks the recording
- Enables contact center organizations to better align a call center agent’s language skills with customer needs which helps drive customer satisfaction

In this example, candidates that scored well on SpeechScreen had higher Overall Performance ratings for oral communication.



### SpeechScreen Advantages:

- Scoring consistency
- Objective
- Easy to distribute
- Scalable
- Quick to complete
- Cost-effective

