

PerformanceEdge™ Job Match

Many contact centers are faced with anywhere from 30-100% annual agent attrition. Hiring and training new agents is an extremely time consuming process and new agents are typically much less productive than more seasoned employees. To reduce costly agent turnover and its impact on customer satisfaction and overall performance, you need to hire the right agents from the start. PerformanceEdge Job Match improves the agent selection and hiring process by identifying candidates with the best aptitudes and skills, so you can hire the most productive agents from the start.

Benefits

- Select the right agents from the start.
- Decrease agent attrition and hiring costs.
- Improve customer satisfaction.
- Streamline and automate the hiring process.
- Efficiently handle the volume of hiring required.
- Provide realistic job expectations to the candidate.
- Conduct pre-hire assessments including job fit, skills and personality traits.
- Improve time to proficiency with minimum skill requirements.
- Identify which candidates are likely to be successful in which jobs.
- Eliminate wasted time screening and interviewing unqualified candidates.

PerformanceEdge Job Match, powered by Knowlagent, is a web-based job screening application that is designed to help you hire the right agents and place them where they will be most successful to perform at the highest levels. The solution streamlines and focuses your recruiting efforts by helping you quickly separate ideal candidates from those who are not well suited for your frontline needs.

By providing realistic job previews as well as skill and job fit assessments early in the screening process, PerformanceEdge Job Match lets you set clear job expectations, assess the key skills required, and determine suitability for specific call types or positions. These capabilities enable you to handle the volume of hiring required with efficiency to get the right people on your team and keep them there—thereby reducing attrition and hiring costs.

With its complete process and tool set, PerformanceEdge Job Match produces measurable results by creating and driving processes that increase agent retention, recruiting efficiency, new hire productivity and customer satisfaction.

Provide Realistic Job Expectations to Candidates

A critical component of hiring the right agents is to provide them with a clear understanding of the job's requirements and expectations and accurately assess their skills to ensure a good job fit.

PerformanceEdge Job Match is unique in that it combines candidate education with skills assessments and personality assessments. It lets you build effective job profiles and skill assessments for different positions to help identify only those interested candidates that meet your requirements.

These profiles include a Job Overview and Realistic Job Preview that educate candidates about the company and provide a realistic job preview of what the calls will be like so they can make an informed decision. With its ability to provide candidates an overview of the position and tasks associated with the job, PerformanceEdge Job Match helps you establish clear and consistent job expectations up front to minimize early turnover due to unrealistic job expectations.

Conduct Pre-Hire Job Fit, Skills and Personality Trait Assessments

PerformanceEdge Job Match profiles also include skill, personality and job fit assessments that are built around your specific work environment. Based on the criteria that you define, the solution matches candidates' skill and personality traits to specific positions and flags the traits and cognitive abilities that will hinder success. And you can test potential agents in a simulated working environment to screen out those candidates who are unfamiliar with Windows or PC applications. This means you can easily screen candidates that meet minimum skill requirements and place them where they are best suited for success—thereby reducing a new hire's ramp-up time and improving their time to proficiency.

Streamline the Selection and Hiring Process

PerformanceEdge™ Job Match helps streamline the hiring process by automating key steps of the selection process to eliminate wasted time screening and interviewing unqualified candidates. The software lets you configure job models that reflect your environment’s unique job activities and business needs based on necessary skills and undesirable traits. With these job models, PerformanceEdge Job Match helps you set clear expectations of various job opportunities with candidates and effectively assess their skills, personality traits and job fit to easily identify which candidates are likely to be successful in specific jobs.

Objectively Evaluate Candidates Based on Job Fit

To complete the process, PerformanceEdge Job Match provides Human Resource and hiring managers with objective information to make an offer based on job suitability. A per-hire pricing model aligns with business needs to provide recruiters with consistent, objective data prior to conducting interviews to quickly eliminate candidates who are not a good fit. At-a-glance they can quickly display assessment results to easily determine those candidates with the best job fit to advance to the interview stage. These tools help improve your interview-to-offer ratio by ensuring that interviewers are spending time with pre-qualified candidates, including both phone screenings and face-to-face interviews.

PerformanceEdge Job Match provides at-a-glance summaries of assessment results so HR and hiring managers can easily evaluate those candidates with the best job fit.

The screenshot shows a web browser window titled "Unified Command and Control - Real-Time Reporting" displaying the Aspect Job Match interface. The interface shows a "Job Match Process: Service/Sales" with a table of candidate results. The table has columns for Candidate Name, Job Fit Results, Skills Results (Data Entry and Typing, Basic Computer Nav..., Business Reasoning), Voice Results (Voice Assessment), and Details. The candidates listed are Abs, Bob; Bayo, April; Davis, Sid; Duke, Hal; Fish, Steph; Gia, Paul; Kramer, Kyle; Lee, Jim; and Neo, Jon. The Job Fit Results for all candidates are "YES". The Skills Results and Voice Results are a mix of "YES" and "NO".

Candidate Name	Job Fit Results	Skills Results			Voice Results	Details
		Service/Sales	Data Entry and Typing	Basic Computer Nav...		
Atlanta						
Abs, Bob	YES	NO	YES	NO	YES	
Bayo, April	YES	YES	NO	NO	YES	
Davis, Sid	NO	YES	YES	YES	YES	
Duke, Hal	NO	YES	YES	NO	YES	
Fish, Steph	NO	YES	YES	NO	YES	
Gia, Paul	YES	NO	YES	NO	YES	
Kramer, Kyle	YES	YES	YES	YES	YES	
Lee, Jim	YES	NO	NO	YES	YES	
Neo, Jon	NO	YES	YES	NO	YES	

About PerformanceEdge™

PerformanceEdge combines workforce management, recording and quality management, performance management, campaign management, and coaching and eLearning to enable organizations to holistically respond to changing business conditions. The PerformanceEdge applications dynamically interoperate to help contact center managers consider everything and act immediately. Inbound, outbound and blended contact centers can now more easily control costs, enhance service levels, align performance with strategic goals, and extend those benefits into the enterprise. For more information, visit www.performanceedgesuite.com.

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