

SELECT Call Centres

SELECT for Call Centers is a group of personality-based surveys designed to measure characteristics important in most call center jobs.

Through our research with call centers, we have identified several key personality characteristics that contribute to job success. SELECT for Call Centers allows you to hire associates who will **work productively, exceed customers' expectations and foster new and repeat business**. SELECT will help you avoid those applicants with low integrity and who are likely to demonstrate a poor work ethic.

What Does It Measure? The two central indices are Integrity and Performance. The Performance Index has been validated to predict the traits associated with successful performance on the job. The Integrity Index has been validated to predict the attitudes, personal integrity, and work ethic in relation to being effective on the job.

SELECT to Hire the Best

SELECT for Call Centers has been validated for use with people in teleservice or telesales roles. Four versions of the survey have been developed to meet the needs of the call center industry:

- **Inbound Service:** *Respond to requests for information, service or assistance from customers by telephone.*
- **Inbound Sales:** *Take orders or sell products/services to customers who call the organization.*
- **Outbound Sales:** *Contact potential customers to market and sell products/services.*
- **Help Desk Agents:** *Receive incoming calls and provide solutions to technical problems.*

Combo surveys are available for Inbound Service/Inbound Sales and Inbound Sales/Outbound Sales.