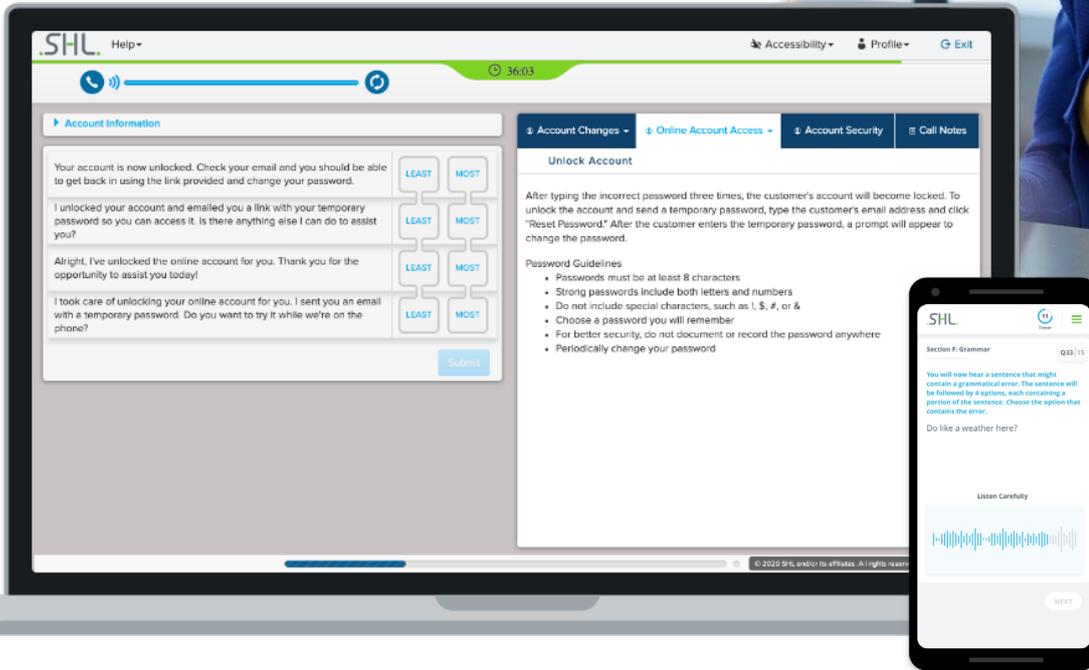# Call Center Hiring Solutions



# Quickly hire agents who will wow your customers

SHL's Call Center Hiring Solution will help you remotely identify call center talent with the capability and fit to deliver customer excellence.

Our powerful simulations and candidate experience increase hiring speed and likeliness of a lasting, rewarding employment.

**Hire high-performing agents**

**Reduce time to hIre**

**Increase your Customer Satisfaction Score (CSAT)**

.SHL.

## Find and retain quality talent... and strive for customer excellence

93% of customers are likely to repeat purchase with a company who offers excellent customer service. With call center applications set to surge, it is critical to accurately identify the talent to deliver it and be able to assess capability remotely.

SHL helps you quickly identify high-performing customer service agents at scale, without you lifting a finger. Our predictive performance assessments test candidates with real call center simulations for customer service or sales and can be tailored to your industry.

**Assess Capability and Fit** with the greatest breadth of assessments

**Pressure Test for Success** with a real call center simulation

**Evaluate Language and Communication** proficiency at scale

**Measure Readiness** to work remotely

**Screen Candidates Remotely** with video interview

Measure critical competencies required for call centers such as:

**Service Orientation, Issue Resolution, Attentiveness, Navigation, Typing, Achievement, and Language Proficiency.**

## Our results speak for themselves:

SHL recommended agents were
**63%**
more likely to be high performers

Time-to-hire was reduced by
**60%**
for multiple global call centers

Customer satisfaction was increased by
**32%**
for a global BPO

## Leading the way in talent innovation.

Find out how SHL can help you get real-time answers and increase the precision of your hiring decisions.

**Interested in hearing more? Visit shl.com/bpo-hiring**

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