

Profile Report for “Basic Copy Typing 01”

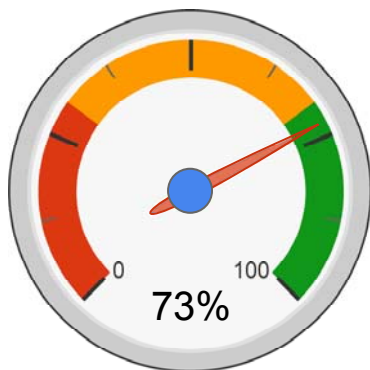
Static Information i

Individual Name	Joe Blogg	Overall Score	0.98 / 1 (98%)	i
Content Name	Basic Copy Typing 01	Time used	100%	i
Date Completed	18/12/2018 15:27:29	Typing speed	53 WPM	i

Dynamic Information i

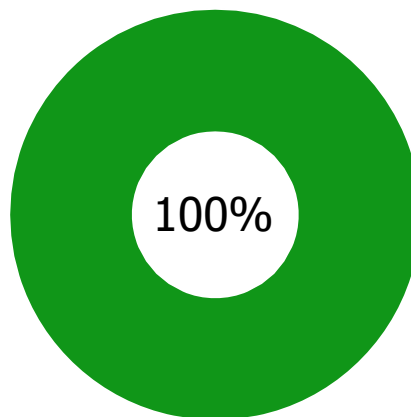
Score i

How this result compares to the minimum and maximum score.



Comprehension i

Competency / knowledge or understanding of disciplines.



Discipline Comprehension i

	Min result	Max result
Accuracy		
Typing speed		

Typing Script i

Performance based recruitment selection is a simple concept that uses the cost-effective level of competencies as a recruitment benchmark. Once an organisation knows the cost effective levels for their call centre agents, computer based assessments can be used to identify the skills of potential employees during the recruitment process. Clearly, it is wise to employ the staff, who are closest to the required standards. In addition, **it** a recruit's skills are known, training can focus on what is needed thus minimising the time and cost of induction.

One of the biggest, and ultimately costly, problems all call centres **experienc** when recruiting is the difficulty of giving candidates a **tast** of the job before induction training is completed. This can lead to a small but significant number of staff leaving the call centre within the first three months of employment. We have found that the post induction churn rate can be significantly reduced if candidates are able to experience what being **as** call centre operator is all about. To meet this need, we have **develoed** a computer-based simulation that enables candidates to work in a virtual call centre. Experience has shown that this can cut the post induction churn rate by up to 50%. For unemployed agents **wh**who demonstrate a high level of aptitude, but do not have the skill, access to a self-development centre may prove useful. Recently some of our clients have used government grants to set up centres where unemployed people can train until they reach the required standard. Many call centres are using this funding as a way of reducing recruitment fees and induction training costs. This benefits management in three ways. They can see how well unemployed candidates work, what their capabilities are and if their

attitude is acceptable, all prior to becoming employed. Wide ranges of recruitment agencies in the UK support our methodology. These agencies have access to our software in a variety of applications. Standards set in the call centre can easily be reproduced by the recruitment agency. Materials produced using our development tools can also be exchanged, thus ensuring that assessment undertaken by the agency matches assessment in the workplace.

Agents in call centres are among the most measured staff in any company. High standards are expected and a wide range of technology provides almost instant feedback to management about individual and team performance. Quality coaching can make a real difference to agent performance. Often however, agents are provided with information about their overall performance but are not able to identify exactly what needs to change to improve their performance. We recommend that call monitoring and coaching be supported by information relating to the specific competencies of each agent. Information gathered by team leaders and supervisors from listening to calls has a subjective element during data collection. We have devised a structured approach to call monitoring and agent performance assessment. We also provide tools to present this information in the framework of a competency portfolio.

Note that the results on this page measure the individual's achievement *relative to other results in the ISV online system at this moment in time*. Consequently, the score, comprehension, percentile ranks, and discipline comprehension can be expected to change with time.

The unique ID of this result is 2FFEE9F481F267F6EEC9C621DCFA6BDF.

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