



## EASy Simulation® for Chat Agents

### HIRE THE ABSOLUTE BEST!

Delivering a winning customer experience in today's multi-channel world requires a stellar team to serve your customers at every touch point. With **75% of customers preferring live chat** over any other channel, it pays to have a solid team of skilled chat agents ready to respond.

With EASy Simulation for Chat Agents, your **candidates can test-drive the job**, interacting in real-time with virtual customers and solving real-world customer issues. You'll get instant access to AI/machine-scored results, **accurately predicting top candidates** who will:

- Create a personalized, high-quality service tone
- Multitask to quickly find and provide the correct information
- Respond quickly to avoid long pauses during chat chains
- Use correct grammar and spelling
- Handle multiple chats simultaneously while maintaining focus on each customer

EASy Simulation for Chat Agents can be used with applicants to identify top performers, and can be used with existing employees to target their skill strengths and performance gaps.

Contact us today for your **FREE demo!**  
[www.EmploymentTechnologies.com](http://www.EmploymentTechnologies.com) | 888.332.0648



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SIMULATION & TALENT PREDICTION

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