



EASy Simulation® for Contact Center Agents

EVERYTHING YOU NEED TO HIRE AND ENGAGE TOP PERFORMERS.

EASy Simulation® for Contact Center Agents immerses job candidates in the challenging role of a contact center agent. There is **no better way to predict** how candidates will treat your real customers than to see how they interact with our virtual customers!

This user-friendly, online simulation **quickly and accurately** pinpoints top performers who will greet your customers with warmth and enthusiasm, successfully resolve customer issues and complaints, confidently promote products and services, quickly and accurately multitask—and build loyal customer relationships. Target Contact Center Jobs: inbound, outbound, sales, service, help desk, support, and more!

EASy Simulation for Contact Center Agents creates an **engaging test drive** for candidates and gives you unparalleled accuracy in predicting job performance and success! EASy Simulations are designed for easy integration with all leading applicant tracking and talent management systems and provide **24/7 access** to easy-to-use reporting and tracking features.

Also available in Spanish!

Contact us today for your **FREE** test drive.
www.EmploymentTechnologies.com | 888.332.0648



EMPLOYMENT TECHNOLOGIES

SIMULATION & TALENT PREDICTION

GAIN HIRE CONFIDENCE[®]

With EASy Simulation[®]

Highest Fairness and Accuracy

Employment Technologies pioneered the science of job simulation technology to improve the fairness and accuracy of talent prediction. The effectiveness of simulation, however, is not just our opinion. In comparing the most common types of employment tests, the U.S. Office of Personnel Management ranks simulation **highest in talent prediction accuracy**.

Realistic and Engaging

Like flight simulators for pilots and astronauts, EASy Simulations immerse candidates in an engaging test drive where they experience the challenges and rewards of the job first hand. Based on real-life work issues and actual job tasks, there's no faking a simulation. The performance is real, and the results are real.

Easy

Just like the name implies, our EASy Simulations are extremely easy to use. Candidates simply click a link to begin the simulation which leads them through each step of the assessment process. With our intuitive dashboard, you have instant access to easy-to-interpret results to guarantee precision in your hiring, onboarding and development decisions.

Unparalleled ROI

EASy Simulations are science driven and research proven. Millions of candidates have completed our simulations, and more than 50 studies confirm that EASy Simulations deliver dramatic improvements in employee readiness, retention, and performance. Typical results include:

- 20 to 66% reduction in training time
- 40 to 50% reduction in absenteeism
- 25 to 72% reduction in turnover
- Up to 286% increase in sales / referrals
- Up to 700+% return on investment

For more than 20 years, Employment Technologies has led the way in creating award-winning simulations for all phases of employee hiring, onboarding, and development. Why not put the power of simulation to work for you?

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