

REPeValuator™



The Situation

The job of a call center representative is very challenging. Calls can range from simple account updates to complex product inquiries. Callers can be concise or confused, cheerful or angry. Your center may need reps who have both customer service and selling skills. Determining which job applicants can handle this call variety can be difficult. How can you identify people who will perform well in the call center hot seat?

How We Can Help You

REPeValuator is a web-based job simulation that predicts call center job performance. By incorporating this easy-to-use assessment into your hiring process, you will:

- Select applicants who can efficiently and effectively build client relationships
- Increase new-hire quality, and reduce training time and operating costs
- Improve customer service and overall call center performance
- Hire applicants who can cross-sell and upsell

How It Works

REPeValuator simulates call center text chat and phone calls in a web-based exercise that is completed in 30 minutes. Candidates assume the role of a contact center rep during a variety of situations, including product and service inquiries, and account inquiries. The simulated customers are confused, businesslike, angered, and complicated, creating an array of service exchanges.

The test uses these situations to measure critical frontline skills, including:

- Rapport building
- Information accuracy
- Grammar
- Listening
- Managing customer relationships
- Call efficiency
- Problem solving
- Customer retention
- Keyboarding
- Cross-selling and upselling ability
- Multitasking

REPeValuator is available in several versions to suit your needs: service-only, sales and service, English-only, Spanish-only, bilingual, or French Canadian.

Test results are available immediately and feature an overall score as well as a description of an applicant's expected job performance in managing customer relations, providing accurate information, managing call time, and keyboard speed and accuracy. This information will help you determine who should move to the next step in your hiring process.

Contact Us Today

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Web site: <http://contactcenter.limra.com>



Navigate With Confidence

REPeValuator™

Product Features	Benefits You See
Assesses critical call center skills and abilities	<ul style="list-style-type: none">• Identifies applicants who can succeed in the job• Improves customer service and overall call center performance• Reduces training time and hiring costs
Available in service-only and sales-and-service versions	<ul style="list-style-type: none">• Allows you to evaluate the skills applicants need to succeed in our call center
Available in English-only, Spanish-only, and bilingual versions	<ul style="list-style-type: none">• Identifies which candidates can best communicate with your customers
Realistic call center job simulation	<ul style="list-style-type: none">• Provides applicants with a realistic job preview• Helps you and job applicants decide whether a call center career is right for them
Extensive validation research	<ul style="list-style-type: none">• Meets professional test standards• Proven to predict success potential• Legally defensible
Product training and support	<ul style="list-style-type: none">• Helps you understand and use test results