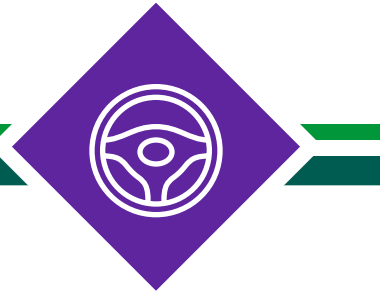


# Performance Simulations



## Let Your Candidates Test-Drive the Job

Customer Contact Centers are challenging places. Employees working in them are often the first to interact with customers. It's imperative that you have the best and brightest staffing in these all-important areas.



### REPeValuator

REPeValuator allows applicants to “test drive” the job, experiencing what it's really like to operate a call center workstation: They receive a realistic preview of the job; you receive a realistic preview of their abilities.

The REPeValuator Simulation helps identify those who can:

- Manage calls efficiently
- Provide exceptional service
- Focus on customer needs
- Navigate and manage large amounts of information simultaneously (multitask)
- Synthesize and reference complex material quickly
- Enter information quickly and accurately



### SkilTrak™

SkilTrak measures the ability to quickly and accurately respond to customers through typing, data entry and email composition. As your team increasingly communicates with customers through text chat and email, you need to hire people with more than just phone skills.

SkilTrak evaluates

- Spelling
- Grammar
- Vocabulary
- Tone
- Response content
- Data entry speed and accuracy

— generating an easy-to-use report showing an applicant's performance on each module.

## Start Seeing the Benefits

Incorporate one or both of these simulations into your hiring process to

- Select applicants who can efficiently and effectively build client relationships
- Increase new-hire quality
- Reduce training time and operating costs
- Improve customer service and overall call center performance

## Learn More

Let us provide you with solutions to help create a team that delivers superior customer service and has the unique skills needed to thrive in today's challenging customer service environment. For more information on our suite of Performance Simulations or any of our other Assessment, Selection and Hiring solutions, contact your Member Solutions partner at [empselect@loma.org](mailto:empselect@loma.org).

