

CALL CENTER IMPACT

IMPROVED CALL CENTER PERFORMANCE

- Increase Number of Calls Handled/Placed
- Improve Resolution/Conversion Rates
- Enhance Revenue per Hour/Agent
- Raise Customer Satisfaction Scores

IMPROVED WORKFORCE QUALITY

- Increase Agent Productivity
- Reduce Agent Turnover
- Accelerate Agent Time-to-Proficiency
- Cut Empty-Seat Time

IMPROVED HIRING PROCESS

- Compress Hiring Timeframe
- Increase Candidate Pool
- Eliminate Agency Fees

COMPLETE HIRING MANAGEMENT FOR YOUR CALL CENTER

Evolv Foresight Suite is an on-demand sourcing, selection and hiring platform specifically for call centers. Evolv's hiring management solution delivers on the goal of identifying and selecting better agents faster. The platform has been purposefully built to drive and optimize call center performance.

Evolv Foresight Suite increases your candidate pool, thoroughly screens candidates for performance potential, delivers best-fit candidates and efficiently processes candidates from sourcing and selection to onboarding.

Candidates apply to your call center positions on the major job posting boards, and then complete job-relevant assessments within a single, web-based application for the position.

Recruiters and hiring managers receive online results on screened, best-fit candidates in real time and can act on them immediately. Recruiters can focus their energy on strategic sourcing, candidate management, and final selection as opposed to candidate screening.

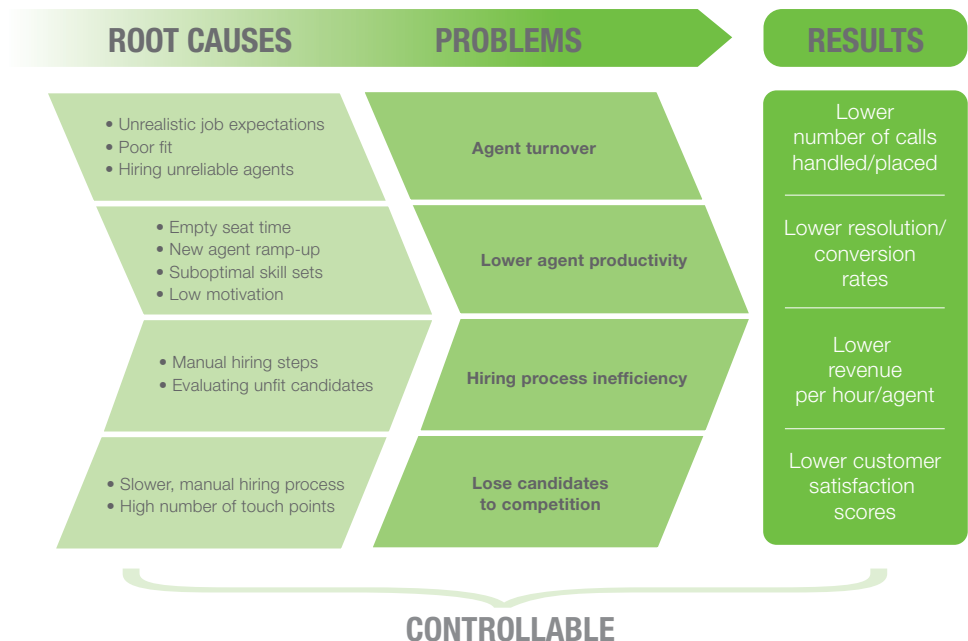
Evolv's clients optimize call center performance by hiring better agents faster.

CALL CENTER HIRING CHALLENGES

High agent turnover rates mean that call center recruiters need the ability to hire the right people quickly. Surveys of call center operations and hiring professionals show that the primary causes of agent turnover include unrealistic job expectations, poor fit and unreliable agents.

An effective hiring management process should solve sourcing and process bottlenecks, and should answer these important questions: Are the candidates a good fit for the job? Will they perform? How long will they stay?

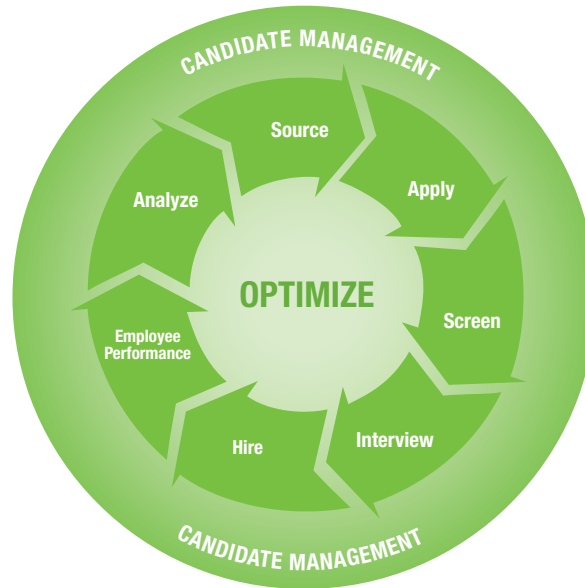
McKinsey & Co. estimates the average fully-loaded cost of replacing a call center agent at \$15,000. Further, sub-optimal hiring has far-reaching effects throughout an organization:



KEY PRODUCT FEATURES

Evolv Foresight Suite includes:

- **Sourcing maximization**— features job board integration, single online interaction for candidates prior to interview
- **Candidate voice samples**— provides insight into phone presence via IVR capture during the application process
- **Interview scheduling**— enables automated scheduling with candidates and interviewers
- **Background check automation**— streamlines processes to avoid delays and enforces compliance with company policies
- **Candidate management**— automates communications to keep candidates informed and engaged
- **Tax credit capture**— automates capture of relevant candidate data for tax credit opportunities
- **Interview guide**— supplies job-relevant questions for interviews
- **Recruiter dashboards**— provides real-time results on candidates, drives faster and more accurate hiring decisions
- **Manager dashboards**— offers high-level insight into hiring efficiency and effectiveness of solution



EVOLV IMPROVES YOUR HIRING OUTCOMES

Evolv Foresight Suite is driven by call center-specific, job-relevant criteria. Our behavioral and skills assessments provide deep insight into a potential agent's attributes, abilities, motivations and job fit.

The Evolv platform also utilizes cutting-edge technology to automate and streamline manual hiring processes. Automation means that recruiters use their time more productively while faster processing means less empty-seat time and fewer candidates lost to other call centers.

The results? Agents who are more likely to stay longer and be more productive. Better call center performance. A compressed hiring timeframe – from weeks to days. Improved legal compliance with hiring regulations through improved process consistency. These are just some of the results that Evolv will drive in your environment.

THE EVOLV DIFFERENCE

- **CLOSED LOOP ANALYTICS**—actual performance and retention data is pulled directly from client WFM, ACD and HRIS systems. The solution evolves over time to become better at identifying measurably higher-performing agents.
- **CALL CENTER FOCUS**—Evolv was expressly built for the unique needs of call centers, and incorporates established hiring best practices within the platform's process flow and delivery.
- **JOB-RELEVANT CONTENT**—Evolv's assessment content is tailored for your call center positions and is based on continuous and thorough validation with data from your environment. Evolv's content was developed and is continually refined by industry-leading, PhD I/O psychologists.

about evolv

Evolv provides the leading on-demand hiring management solution for call centers. Evolv's solution meaningfully combines selection science and automation technology to quickly identify more productive agents that will stay longer. Evolv's mission is to drive measurable business improvements for its clients through more effective call center hiring management.

For more information on optimizing your call center workforce or on Evolv Foresight Suite, visit www.evolvondemand.com or contact us at (866) 971-4473 or info@evolvondemand.com.