

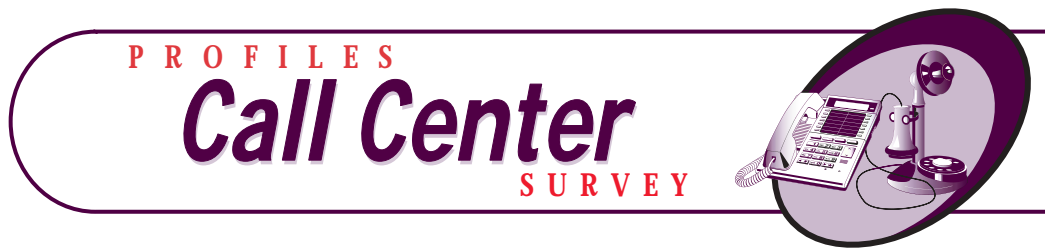
Solutions to the biggest problems
in your call center

PROFILES

Call Center

SURVEY





You've made a major investment!

You've invested in telephone equipment and service, computers and software, building space, a marketing strategy, training, managers and supervisors, plus the payroll for telemarketers.

Your call center should be a model of efficiency. Is it?

Solve the Call Center Problem!

THE PROBLEM:

- ☎ Ineffective, low-productivity employees
- ☎ High employee burnout and turnover
- ☎ Absenteeism and tardiness
- ☎ Too much time spent on personnel problems
- ☎ Employees who require too much supervision
- ☎ Turnover in the new employee training phase

THE GOAL:

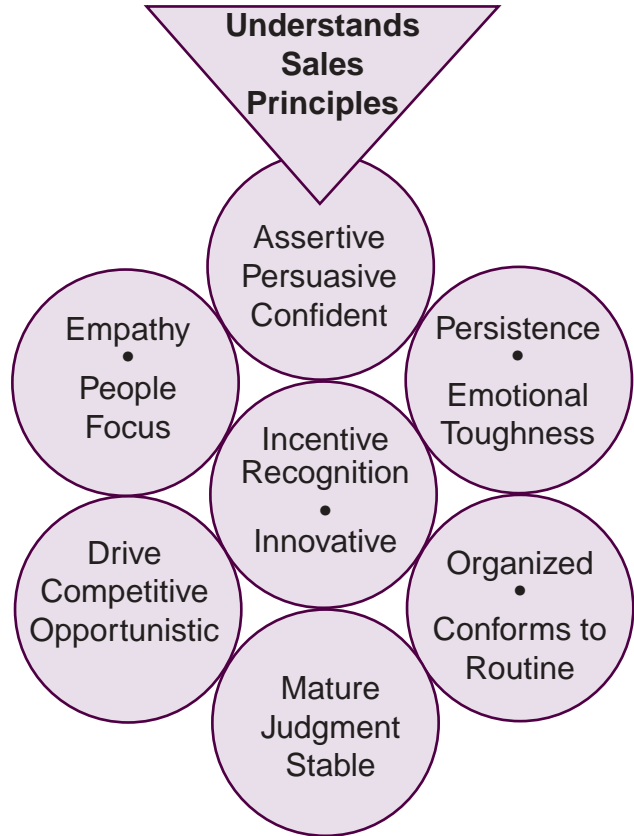
- ☎ Reduce per-call costs
- ☎ Increase the number of calls
- ☎ Increase per-call sales volume
- ☎ Minimize complaints
- ☎ Add new clients
- ☎ Increase profitability

THE PROFILES SOLUTION

There is a way to identify and hire employees who fit the “call center culture.” They have an understanding of sales principles and behavioral traits that indicate they are well suited for work in your call center.

The solution is the **Profiles Call Center Survey**, a management tool that compares employees and job applicants to established call center benchmarks for success for either inbound or outbound.

Using the **Profiles Call Center Survey** helps you select employees who perform effectively and efficiently. You'll solve the turnover problem – they'll perform better, more reliably and stay with you longer.



*Some of the things you can learn by using the **Profiles Call Center Survey** are an employee's or job applicant's understanding of sales principles plus their essential behavioral traits. These are important indicators of how well they will perform on the job.*

THE PROFILES CALL CENTER SURVEY:

- ☎ **Helps you hire employees who “fit” the job – Inbound or Outbound**
- ☎ **Reduces employee burnout and turnover**
- ☎ **Makes training more effective**
- ☎ **Minimizes turnover during the training phase**
- ☎ **Reduces the need for constant supervision**
- ☎ **Decreases complaints**
- ☎ **Gives you a competitive advantage**
- ☎ **Increases productivity and profitability**

This is the technology you've been missing!
The Profiles Call Center Survey

Your Profiles International Representative

