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Economic Stimulus for a Flexible Workforce using PreVisor's New At Home Agent Solution
Identify and hire contact center agents who deliver sales, satisfaction, and measurable results that impact the bottom line.

Atlanta, GA – (PRWeb) August 3, 2009 – Keeping costs down while providing top-level service is the ultimate goal of many organizations, particularly those in the contact center space. However, reaching this goal has always been a challenge due to the difficulty of finding the right people from the available pool of candidates who can perform well under pressure conditions for competitive wages. To increase the size of the pool of the “right people”, PreVisor developed a specific assessment – the new At Home Agent solution – that identifies job candidates who have the ability to thrive when working from home, even for extended periods of time.

PreVisor, the global leader in [employment assessments](#) and talent measurement solutions that connect employment decisions to business results, conducted research on the At Home Agent solution with a leading home-based customer care company, with agents distributed in more than a thousand cities nationwide. The assessment was designed to identify those job candidates who were most qualified and able to deliver exceptional customer care from a home working environment.

PreVisor's At Home Agent solution combines a variety of proven assessment content to predict candidates' performance in key areas such as successful call resolution, sales conversions, enhancing the customer experience, and success working remotely. The solution can identify a candidate's immediate job readiness as well as their potential future performance.

Caroline Paxman, Chief Product Officer, explained, “There are several areas of agent performance we can impact with this assessment. One example: In our initial test group the high scorers on the assessment were rated 25% higher for Effort and Productivity than those in the lower scoring group. Translating this into dollar figures over the entire new hire population resulted in a significant amount, which exceeded company expectations.”

Job applicants can take the assessment online from any location. The results are delivered to the hiring organization through a comprehensive score report, which is automatically generated. The report provides a dynamically stack-ranked summary of candidate scores and percentile rankings in real time to help make placement decisions quickly. It also highlights key performance areas and provides insight into a candidate's results that could be used to guide interview questions or reference checks. The entire process is designed to be time efficient and cost effective.

“One very important aspect of PreVisor's At Home Agent solution is the ability to evaluate a candidate's predisposition to perform key work behaviors in a remote setting,” added Paxman. “We use a variety of techniques to predict future on-the-job behavior, including situational judgment and biodata items – assessment items that measure previous life and work experiences. This allows a hiring organization to see real evidence of a candidate's potential to be successful *before* they are hired. In a tight economy, every individual's contribution makes even more of a difference to an organization's top and bottom lines, increasing the importance of using highly predictive tools like this one.

For a product demonstration, call: 1-800-367-2509 or visit <http://www.previsor.com/contact/request> to request additional information.

About PreVisor

PreVisor, the leading global provider of on demand employment assessments and talent measurement solutions, helps clients connect employment decisions to business results. Following the rigorous standards of industrial-organizational psychology, PreVisor's assessment content accurately predicts on-the-job performance and supports fair hiring practices. PreVisor's solutions help streamline hiring, reduce recruiting and training costs, and improve corporate performance for clients worldwide, including more than 100 of the Fortune 500. www.previsor.com

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