



## Knowlagent Hiring™

Most call centers could lower their FTE staffing by as much as 20%.

Management staffs additional agents to allow time for critical off-phone activities such as training, coaching and team meetings; supervisors rely on manual processes to coach individual agents; and recruiters spend valuable time interviewing and educating the wrong candidates.

Over 200,000 Knowlagent users around the world reduce labor costs with our agent management software *every day*.

By automating traditional call center management processes, Knowlagent's on-demand agent management solutions for training, coaching and hiring *reduce* spending attributed to off-phone activities while improving the key metrics that matter most to you.

With Knowlagent, you can optimize frontline performance faster and more affordably than ever before. You can spend less *and* get better. We'll show you how.

### About Knowlagent Hiring

Interviewing and educating the wrong agents is a costly mistake. By automating a consistent screening process that educates candidates and guides recruiter decision-making, Knowlagent Hiring™ improves interview-to-offer ratios by as much as 30%. By setting realistic job expectations and assessing for skill and job fit, Knowlagent enables recruiters to only spend time with the most viable candidates by quickly narrowing it down to those who are qualified and well-matched to job profiles.

With Knowlagent's on-demand Hiring solution, you can:

- ⌚ Create a scalable process that drives decision-making for candidates and recruiters.
- ⌚ Improve interview-to-offer ratios by as much as 30%.
- ⌚ Reduce recruiter inefficiency.
- ⌚ Decrease agent attrition.
- ⌚ Improve agent performance.
- ⌚ Assess personality, skill and voice fit.
- ⌚ Determine if candidates are capable of job-specific behaviors.
- ⌚ Provide candidates with realistic job expectations.

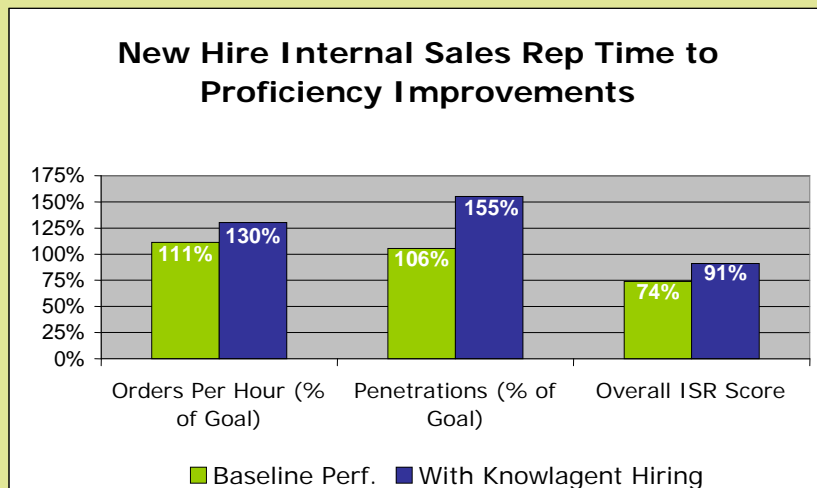
## Why On-Demand?

Knowlagent's flexible, Web-based agent management solutions are available on-demand. There is no complex implementation or infrastructure required and with our Day One Payback™ guarantee, you will be up-and-running within 30 days. With Knowlagent, optimizing your frontline agent performance is faster and more affordable than ever before. Upfront costs and total cost of ownership are nominal, overall risk is reduced, and results can be achieved immediately— all for less than 1% of your monthly agent FTE costs.

### Knowlagent in Action

With Knowlagent Hiring™, one consumer goods client experienced the following results:

- Recruiters are able to focus on those agents who are most likely to succeed.
- Interview-to-offer ratio improved by 44%.
- Turnover during new hire training has been reduced by half.
- Time to proficiency of newly hired agents has dramatically improved.
- Overall quality has improved by 14%.



## Knowlagent Hiring™ Features



Knowlagent Hiring™ reduces attrition and improves productivity by helping you hire the right frontline agents from the start and place them where they will be the most successful.

<i><b>Product</b></i>	<i><b>Services</b></i>	<i><b>Process</b></i>
Install the Hiring module	Provide a quick start to leverage Knowlagent, optimize results, and transfer knowledge to your team	Share and deploy best practice approach and process
<p><b>Standard Capabilities:</b></p> <ul style="list-style-type: none"> <li>• Company and opportunity overview</li> <li>• Realistic job preview with recorded call sample</li> <li>• Skills assessments</li> <li>• Job Fit assessment</li> <li>• Voice assessment with a candidate voice recording</li> <li>• Comprehensive reporting</li> <li>• Dynamic administration and tracking of candidates throughout the hiring process</li> </ul>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Installation and configuration of technology</li> <li>• Custom configuration of job models for open positions</li> <li>• Development of opportunity overview</li> <li>• Development of realistic job preview</li> <li>• Post deployment support</li> <li>• Training for recruiters and hiring managers</li> <li>• Business case monitoring and sharing of results</li> </ul>	<p><b>Approach and Process:</b></p> <ul style="list-style-type: none"> <li>• Identify key steps of the selection process.</li> <li>• Provide opportunity overview and realistic job preview to candidates.</li> <li>• Enable candidates to continue or opt-out based on overview and preview.</li> <li>• Deliver pre-hire assessments including job fit, skills and voice.</li> <li>• Identify which candidates are likely to be successful in which jobs.</li> <li>• Apply candidates to call types and jobs for which they are best suited.</li> </ul>