

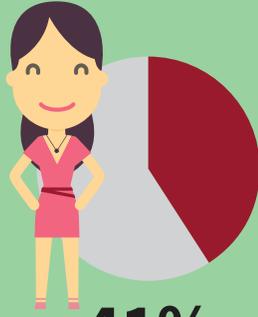
RIGHT ATTITUDE

RIGHT SKILL

RIGHT JOB

ICMI'S INSIGHTS ON HIRING IN TODAY'S CONTACT CENTER

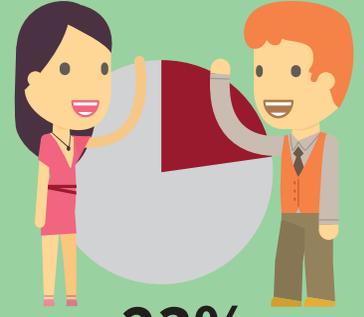
WHAT'S MOST IMPORTANT WHEN HIRING A NEW CONTACT CENTER AGENT?



Believe it is **ATTITUDE**

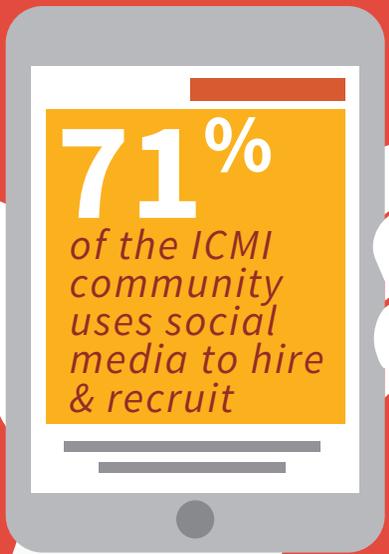


Believe it is **SKILL**



Believe it is **BOTH**

WHAT SOURCES ARE USED FOR RECRUITING?



WHAT ARE THE BIG NEEDS?

57% are employing remote contact center agents



85% have agents who support more than one channel... (29% are expected to do it upon hire)



AND A STRONG DESIRE TO PROVIDE EXCEPTIONAL CUSTOMER SERVICE!

HOW DO YOU CONDUCT EFFECTIVE INTERVIEWS?



Meet with hiring manager, supervisors, and key leaders



Complete proficiency testing on required skills



Immerse the candidate in on-the-floor shadowing



Complete reference and background checks

WHAT DOES SUCCESSFUL ONBOARDING LOOK LIKE?



37% reduction in absenteeism



25 - 65% decrease in turnover



10% improvement in CSAT

IT MEETS 4 DIMENSIONS OF ENGAGEMENT:

➔ What do I get?

➔ What do I give?

➔ Do I belong?

➔ How can we grow?



(4 Dimensions Source: Gallup's Q12 Employee Engagement Assessment)