



High Performance Customer Service Selection with IBM Kenexa Predictive Assessments

What if you could confidently hire candidates who were like your top performers?

How much time and money would you save in making the right hiring decision?

How much increased revenue would you make with top customer service?



IBM understands what great customer service success looks like and the impact it has to the bottom line.

Use the IBM Kenexa Service Associate Selector today to help you hire candidates like your top performers and increase customer service and business performance.



The IBM predictive assessment measures multiple job-related qualities, this includes a combination of traits, ability and behaviours that are predictive drivers critical of top customer service performance.

1 Achievement Orientation

2 Concern for Others

3 Detail Orientation

4 Initiative

5 Optimism

6 Organized

7 Situational Judgement



Off the shelf



Takes 20 minutes to complete



Mobile enabled assessment



Reports include; one overall score, detailed response report, development points and follow interview questions

Evidence it works:

Those who scored above average on the assessment had customer service ratings 21% higher than those who scored average and 39% higher than those who scored below average.

Impact of good customer service on the bottom line

78% of customers have not moved forward with a purchase that they intended to make because of poor customer service.

3 out of 5 people say that they'd happily swap companies in search of a better service experience.

70% of buying experiences are based on the emotional experience of the customer and how they feel they are being treated.

Source: <https://www.talkdesk.com/blog/7-ways-customer-support-affects-your-bottom-line/>



Benefits

- Sift out unsuitable candidates efficiently
- Improve business performance and increase customer satisfaction.
- Provide a realistic preview of a customer service role and its responsibilities
- Reduce recruitment time and costs
- Identify and retain top customer service talent with insightful reports
- Legally defensible