



REPeValuator[®]

Imagine a work environment where 10% of employees are absent each day¹, 26% of representatives are replaced every year², and employees cite poor job fit as a top reason for leaving³. That's the modern customer contact center—a challenging place to manage and a complex place to work.

These roles have a high impact on your business: they are the front line in caring for your customers. So how do you make sure your representatives are having the maximum positive impact on your customers? You start at the beginning—by hiring individuals with the right skills, fit, and motivation to serve customers.

Today's representatives must be able to:

- ▶ Efficiently manage calls and provide exceptional service
- ▶ Effectively maintain composure and focus on customer needs
- ▶ Simultaneously navigate and manage large amounts of information
- ▶ Quickly synthesize and reference complex material
- ▶ Constantly learn and adapt as technology and products evolve

Our Solution

Aon is now offering the next generation of the award-winning REPeValuator: a customer contact center simulation backed by decades of data. By identifying top talent, REPeValuator yields significant return on investment including reduced turnover, increased customer satisfaction, and higher sales.

REPeValuator has proven return on investment:

Organization	Customers	Representatives	Candidates
\$8.7M in reduced turnover costs	Customer complaints reduced by 40%	Top scorers are 2x as likely to be rated as having high advancement potential	85% of candidates agree that it is a good representation of customer contact jobs
\$9.6M saved in selection and training costs	15% lower average call handling time	Successful applicants are 4x as likely to achieve high performance ratings	80% of candidates agree that it allows them to demonstrate their customer contact skills

Key Features Use

- Modern and engaging candidate experience
- Multi-media, dynamic customer interactions via chat and voice
- Two versions: *Customer Service* and *Sales*
- Seat time of 30 minutes
- Computers and tablets with keyboard access supported

¹ ContactBabel. "The US Contact Center Decision-Makers' Guide 2014 (Executive Summary)." CCNG.com. CCNG International, Inc. n.d. Web. June 19, 2016.
² Huebsch, Russell. "Standard Employee Turnover in the Call Center Industry." Smallbusiness.chron.com. Demand Media, n.d. Web. June 19, 2016.
³ Filwood, David. "Why Do Your Call Center Agents Quit?" LinkedIn.com. LinkedIn Pulse, May 18, 2014. Web. June 19, 2016.

Put the Candidate in the Driver's Seat – and See How They Do

Candidates step into the role of Customer Service Representative for AutoPilot Technologies, a futuristic, driverless car systems company. The simulation assesses candidates' abilities as they handle multiple, media-rich simulated customer interactions.

REPevaluator Measures the Following Critical Job-fit Competencies:



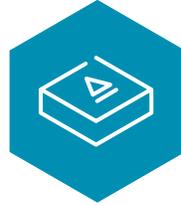
▶ Customer Service Orientation

- Managing Customer Relations
- Providing Accurate Information



▶ Managing Call Time

- Responding Quickly
- Gathering Information Efficiently



▶ Typing Speed and Accuracy

- Entering Customer Information
- Preparing Call Summaries



▶ Sales Orientation

- Identifying Sales Opportunities
- Tailoring Solutions



▶ Multitasking

- Monitoring Incoming Information
- Managing Competing Demands

We're here to
empower results

To learn more about
REPevaluator, visit us at
assessment.aon.com
or email us at assess@eon.com