

TELECOMMUNICATIONS PROVIDER predicts performance of call centre staff

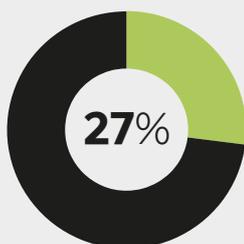
One of Australia's largest telecommunications providers is continually seeking to improve its customer service offering. As the company's call centre is responsible for the majority of its customer interactions, they wanted to find a way to identify high performing Customer Service Representatives (CSRs) before hiring.

They conducted a study to evaluate the effectiveness of screening their call centre applicants using the Revelian Cognitive Ability Test (RCAT) when compared to other, more traditional (time consuming and expensive) screening methods, including interview ratings.

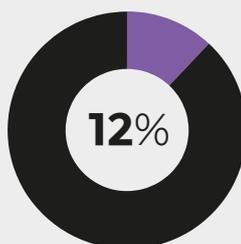
Revelian collected data from 259 employees over a six month period. Analysing this data showed strong relationships between employees' performance on the RCAT and their subsequent performance at work.



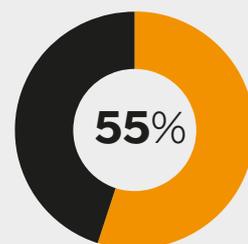
**OVERALL
RESULTS**



Higher score on RCAT from top performers



Higher score on RCAT from CSRs still employed



More unplanned absences from 'below average' employees

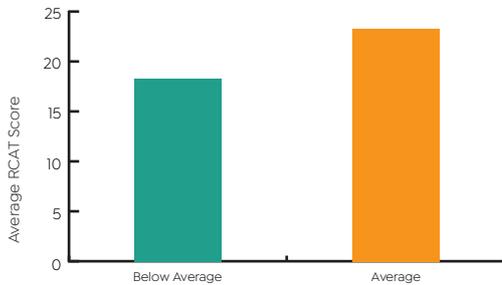


FINDINGS

JOB PERFORMANCE (MANAGER RATINGS)

Revelian asked each employee's manager to assign them an overall performance rating from 1 (does not meet expectations) to 5 (exceeds expectations).

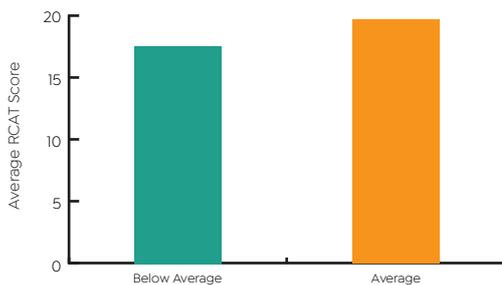
Employees who received a manager rating of 'Exceeds expectations' had achieved an a **27% higher average RCAT score** than those who received a manager rating of 'Does not meet expectations'.



EMPLOYMENT STATUS (INVOLUNTARY TURNOVER)

We also examined data around employee tenure and involuntary turnover.

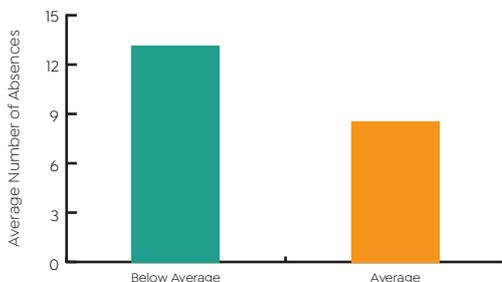
Employees who were still employed at the end of the study had scored a **12% higher average RCAT score** than those who were no longer employed, due to being dismissed.



ABSENTEEISM (UNPLANNED ABSENCES)

We also looked at employee absence data and compared it with RCAT scores.

Employees who achieved a score in the bottom 20th percentile on the RCAT ('Below Average') **were responsible for 55% more unplanned absences** than those achieving a score of 'Average' or above.



THE REVELIAN COGNITIVE ABILITY TEST (RCAT)

The results of this assessment reflect the person's ability to acquire, retain, organise and apply information in a variety of circumstances. By comparing your candidates' scores to a relevant normative group, you can accurately predict their potential job performance.

Discover what lies below the surface.

 revelian.com

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