



Employment Technologies uses modern hiring strategies to help businesses engage, hire and retain top talent. It originated in 1982 when the precursor of the company developed the industry's first commercial job simulation, a process which reduced test bias, improved the candidate experience, and delivered a high degree of predictive accuracy. Marketing Director Nancy Wallace Schneider discussed how businesses can create their own custom hiring strategy with the company's call center simulation tests, virtual interviews, job previews, and more

*In what ways does simulation differ from employee testing and why does it provide a more accurate assessment of potential performance?*

Simulation is a type of employee testing which has several advantages over traditional employee testing. Simulation has been proven to predict job success by requiring candidates to actually perform job-related tasks. The U.S Office of Personnel Management and industry experts now embrace simulation as the most job-related and accurate form of pre-employment assessment. Simulations are job specific and measure actual job skills rather than personality or cognitive skills, they provide a realistic preview of the job and let candidates "test drive" the job.

Simulations are valid, reliable and candidates see them as fair (face validity). All of our simulations go through a criterion validation study to make sure they measure what we say they measure. In addition, they are unbiased, show little to no adverse impact and are legally defensible

*Why is it more time-efficient and fair for businesses to have the capability to conduct virtual interviews?*

Instead of scheduling time and organizing travel to conduct an in-person interview, virtual interviews let candidates take the interview when it is convenient for them, and the hiring manager can review them at their convenience. There are no travel costs to worry about since the interview is conducted virtually. Hiring managers can review many interviews in a day. Our virtual interview technology also allows for either audio-only or video interviews – audio-only interviews help remove bias based on candidate appearance

# ICMI 2018 Contact Center Expo and Conference Summary

*What specific programs do you offer to evaluate potential contact center front-line employees and supervisory personnel?*

- EASy Simulation® for Contact Center Agents
- EASy Simulation® for Team Leaders
- EASy Simulation® Contact Center Sales
- EASy Simulation® Contact Center Service
- EASy Simulation® Virtual Customer
- EASy Simulation® for Collection Agents
- EASyView® Virtual Interview

*There are numerous virtual hiring solutions available. How does yours differ from other offerings in the marketplace?*

Each of our simulations goes through a rigorous criterion validation study and has a high validity coefficient. We also use avatar technology to provide the candidate with a realistic depiction of the job. Our simulations are virtually impossible to cheat or fake. The questions we ask collect an unparalleled amount of data in a shorter amount of time. We offer individual performance reports that show how a candidate scores across different skills. Finally, we have deep industry experience in the contact center space over the last two decades.