



validity
group.

Contact CentrePOP™

Select the *right* people for your Contact Centre roles *every time*.

The reasons why more and more Call Centres use our Assessments are simply in the numbers:

- Reduced attrition by up to 40%
- Improved time to hire by 50%
- 27.4% higher performance ratings
- Increase revenue per call by 74%

- 24% improvement in speed to productivity
- Reduced staff turnover rates by 150%

Specifically designed and built for Contact and Call Centres, our assessment platform solves the business issues you face every day – affordably, easily & efficiently.

The scientific design ensures that it is easy to use and apply

by all recruiters, hiring personnel and managers.

So easy to use that NO certifications are required.

You gain all the insights, data, and analytics you need to deliver successfully on your results.

Annual scientific validation gives you the comfort and the reassurance you need in your selection process.



The Contact CentrePOP™ predicts:

- Overall suitability
- Match to positions
- Performance
- Potential
- Match to the environment
- Attrition rates
- Career fit
- People orientation

Improve your competitive advantage:

- Leverage predictive science in your decision-making process while mitigating bias & risk
- Improve individual & team performance & results
- Drive employee engagement & retention
- Enhance job fit selection & desired culture
- Succession & development planning for the future
- Predict each step of your talent strategy
- ROI with Measurable Outcomes: Cost Per Hire/Turn, Revenue/Sales Growth, CSAT & NPS Score

We make it easy for you:

- Saves money & time
- Identifies the TOP candidates every morning for your recruiters
- Interfaces with your all your systems – HCM – LMS – CRM
- Removes process bottlenecks to speed up your processes
- Improves revenue streams
- Reduces risks – wrong hire & wrong position
- Customisable to company requirements
- Secure and encrypted
- Ability to brand with your company logo
- Available in 40+ Languages

Get FREE access to our Administration Centre Dashboard

T&Cs apply



PRACTICAL SOLUTIONS FOR A DIGITAL WORLD

Driving business results.

Our high-impact solutions ensure that you are on the cutting edge and that your investments are aligned to the expectations of a mobile digital world.

Since 2006, we have constantly helped clients drive their business results by development their people, let's start growing your organisation's success today.

We enable people and businesses to grow and excel

Proudly supporting businesses everywhere.

View our powerful solution portfolio online or contact us for more information.

Head Office

Level 27
101 Collins Street
Melbourne VIC 3000 Australia
+61 3 9653 9551 | info@validity.group | www.validity.group



**validity
group.**

Malaysia

MQCC Malaysia PLT
Suite B-16-3, Tower B, Wisma Pantai
No.5, Jalan 4/83A, Off Jalan Pantai Baru
59200 Kuala Lumpur, Malaysia

+60 12 625 1533 | mqcc@mindquestcc.com | www.mindquestcc.com