

Need Call Center Talent?

An experienced, motivated Hire Dynamics team will customize the Performance Discovery System (PDS) to your specific needs. Your Customer Service, Call Center, and/or Inside Sales Operations are the primary contacts between your customers and your entire enterprise. Do you have the right talent in these key areas? We can help.

Hire Dynamics specializes in call center staffing, with the ability to respond to your needs quickly. Hire Dynamics works with many local call centers with challenges that include employee recruiting, retention, and/or training.

The average cost of turnover for a call center representative is over \$5,000. Isn't it worth taking advantage of a resource that increases the likelihood of your representative's ongoing success?

Hire Dynamics maintains an extensive database of qualified candidates (including bilingual) who have successfully completed our proprietary Performance Discovery System. PDS includes specific simulated call center testing to identify and measures the skills needed by call center employees.

Hire Dynamics understands that each call center has unique requirements. We will work with your management team to create the suite of tests needed to discover your ideal employee.

Our PDS software measures the candidates listening skills, attention to detail, problem solving skills, attitude and call center experience.

Select your next group of call center talent through Hire Dynamics' Performance Discovery System in these main call center areas:

- Inbound Order Taking
- Inbound Sales
- Customer Service
- Inside Sales
- Outbound Telemarketing
- Outbound Market Research
- Outbound Market Research

GEORGIA:

Alpharetta Branch —Alpharetta, GA	T 678.990.9757
Atlanta South Branch —Atlanta, GA	T 678.904.1648
Norcross Branch —Norcross, GA	T 678.990.5090
Suwanee Branch —Suwanee, GA	T 678.482.0200
Windy Hill Branch —Atlanta, GA	T 770.732.8511
Home Office —Suwanee, GA	T 678.482.8041

NORTH CAROLINA:

High Point Branch —High Point, NC	T 336.899.1160
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NEVADA:

Carson City Branch —Carson City, NV	T 775.885.9444
Fernley Branch —Fernley, NV	T 775.835.8333
Las Vegas Branch —Las Vegas, NV	T 702.369.0292
Patrick Branch —Patrick, NV	T 775.343.7700
Reno Branch —Reno, NV	T 775.323.4888

Visit us at www.hiredynamics.com



The Performance Discovery System



A Call Center Staffing Solution Focused on Your Unique Customer Contact Challenges



The Performance Discovery System

Following traditional hiring models, companies screen dozens (sometimes hundreds) of applications to “weed out” the undesirables and arrive at the few qualified candidates with hopes that these individuals will “fit” the company culture. Clients tell us most of their time is spent eliminating applicants they do not want. Hire Dynamics can help. Use of the **Performance Discovery System (PDS)** dramatically enhances your hiring process allowing you to select from qualified finalists while observing interaction which demonstrates individual personality traits.

Benefits of Using PDS

- Maximizes the number and percentage of “A” players
- Reduces hiring “mistakes” by identifying behaviors that increase the likelihood of success
- Allows management to direct and monitor hiring while focusing on core talent development and operational issues
- Reduces overall hiring costs and employee turnover
- Delivers a more enthusiastic, capable and reliable employee

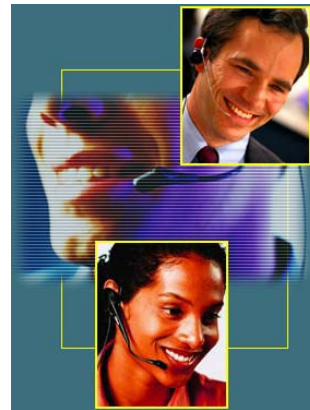
How Will Hire PDS Work for My Call Center?

An experienced, motivated Hire Dynamics team will customize the *Performance Discovery System* to your specific needs.



Hire Dynamics Team Will:

- Identify and understand your unique requirements, then work with your management team to create a specialized solution
- Profile your ideal Call Center Associate (CCA)
- Select specific simulated call center testing to identify and measure the skills needed by call center professionals
- Establish benchmark test scores
- Select and thoroughly screen CCA final candidates
- Conduct group interviews which allow you to select from qualified finalists while observing interaction which demonstrates individual personality traits.



The Performance Discovery System Group Interview

- Review finalists in a relaxed and fun environment
- Observe personality and behavioral characteristics frequently illusive during the traditional interview process
- Review qualified candidates
- Significantly reduce time investment in hiring process
- Focus management time on talent development and operational issues
- Results in a more enthusiastic, talented employee

About Hire Dynamics

Hire Dynamics, LLC is a value-added skilled staffing and professional recruitment company that finds great jobs for great people. Our skilled staffing division specializes in the areas of call center, light industrial, and clerical/high-end administrative staffing. Our three professional recruitment specialty divisions — Hire Direct, Hire Accountability, and Hire Dynamics Rx—can help you find “A” level candidates in the areas of sales and call center management, accounting and financial services, and pharmacy.

We have a database of over 10,000 field associates and operate 15 branches across Georgia, the Carolinas, and Nevada.

Hire Dynamics has been recognized as the 5th fastest-growing staffing company in the U.S. Our success is attributed to our loyal employees field associates and trusted clients. We understand that one shoe fits one client. We provide customized solutions to every client. We foster individual relationships and lead our industry in referrals.

