



SELECTECH® TELLERTEST ONLINE

Screening, hiring and retaining the workforce you want - efficiently! SM

TellerTest Online is a validated Internet-based knowledge and skills assessment that identifies the most qualified applicants for teller positions. TellerTest Online consists of comprehensive simulations that effectively puts the candidate "on the job" and allows them to handle realistic customer service and typical teller transactions. It has been developed and validated by a team of professional, nationally respected, I/O Psychologists.

ABOUT ERC DATAPLUS

ERC delivers client-centric, state-of-the-art Internet and Interactive Voice (IVR) solutions for recruiting and employee surveys, and through ARGOS Assessment Company, multirater assessments. Its applications are modular in design to allow companies to select what they need; when they need it.

Clients benefit from dedicated and experienced project and account management teams to help clients translate their expectations into realities, and have a more efficient and effective process.

Supplementary modules to Selectech Workforce Management and Selectech 5.2 CMS improve the quality of hires and reduce turnover. Surveys of new hires to help improve the orientation process and surveys of departing employees that help to uncover root causes of turnover are also available.

Leading financial service companies, call centers, retail, hospitality companies, and Fortune 1000 companies look to ERC for quality, innovation, service, and high Return on Investment.

ERC Dataplus is headquartered in Norwalk, CT (USA).

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BENEFITS WHEN YOU CHOOSE TELLERTEST ONLINE

Best Choice

TellerTest Online is a validated predictive, pre-hire test specifically designed and validated for tellers to improve employee selection.

Researched

TellerTest Online is the result of extensive research and pilot testing with subject matter experts from the financial services industry.

The test simulates the basic job functions of a teller relating to **customer service, technical, and sales skills**. Factors evaluated include working with difficult customers, multi-tasking, dealing with interruptions, and the ability to quickly learn and follow instructions.

Research Based

TellerTest Online captures the critical incidents that a new teller might experience in those first weeks and scores responses in real time. Simulation tests save valuable time, money and customer goodwill by helping identify those applicants that would have a propensity to make errors or inappropriately handle customer issues.

Validity and Reliability

TellerTest Online is valid, reliable and legally defensible under EEOC Selection Guidelines. It is the result of working with experienced tellers, supervisors, managers, and executives during the design and validation phases of the development process.

Reduce recruiting costs

Using the Internet allows you to reach the widest possible audience and screen applicants to identify those likely to be successful on the job before investing Human Resource time and resources.

Unique System Features

- Measures customer service, sales, and data entry and verification skills
- Scores are available immediately in an easy-to-read report
- Scores are reported in score bands. The score bands used are:
 - Excellent — top 30% of all candidates relative to a national database of teller candidates
 - Good — middle 40% of all candidates relative to a national database
 - High Risk — bottom 30% of all candidates relative to a national database
- Diagnostic scores are provided to highlight particular strengths and weaknesses for follow up during the interview

Implementation Choices

TellerTest Online line is available integrated with ERC's Selectech® Workforce Management or as a standalone module