

Quick guide to using historical model Benchmarking for Contact Centre recruitment

Step 1 - Log into your account at <http://peoplemaps.com/main/organisations/>

Step 2 - Click on 'Using Reports In-house'.

Step 3 - Click on 'View and buy reports'.

Step 4 - Ask minimum of 3 existing successful employees in the role you are benchmarking to complete the questionnaire using your unique web address shown in your account here.

Step 5 - When they have completed the questionnaire scroll down and click on each name here.

Name	Email address	Date registered	User name
Colin Ramsay	cramsey@anonymous.com	13th November 2008	Colin (Move to Archive)
Scott Russell	scott.russell@anonymous.com	12th November 2008	Scott (Move to Archive)
Catherine Hay	cath @ anonymous.com	12th November 2008	Catherine (Move to Archive)
stephen sharp	sharp@anonymous.com	19th March 2008	sooten (Move to Archive)

Step 6 - When the new screen opens select the 'contact centre' report to view.

Report name	Price	Actions
Contact Centre	✓	You own this - view now
Customer Service	✓	You own this - view now
DIA Instructor	✓	You own this - view now
Driving Report	✓	You own this - view now

** **Remember** – by setting up a standing order you will have unlimited access to the Contact Centre report.

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Step 7 – Compare the PeopleMaps ‘Map’ location for correlations between existing employees. This location is now your benchmark for comparison for this role.

Step 8 – Send all applicants for employment in the same role to complete the questionnaire at your unique web address.

View their reports in your control panel.

Step 9 – Visually compare Applicants’ Map locations against benchmark. The closer they are to this location the more like the existing successful employees’ ‘Type’ they are.

Confirm applicants’ natural preferences using the rest of the PeopleMaps report as part of the recruitment process.

