



**GJ SOLUTIONS** ;

India Private Limited.

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## Key benefits for employers

Objective skill assessments help in shortlisting candidates for interviews

Soft skills and communication tests help in forecasting performance

Psychometric tests identify the personality type, traits and leadership style

Overall they improve the recruitment process efficiency

- Speak only with filtered candidates

- Use detailed test reports to skip initial interview rounds

- Have a structured interview process based on the test results

Helps tailor induction training

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## Support

### ➤ Innovative Transformation

“Follow the Sun” 24-hours a day 7- days a Week  
365 – days a Year

Real Vendors Never Sleep...

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## Formula

### ➤ 3P Formula

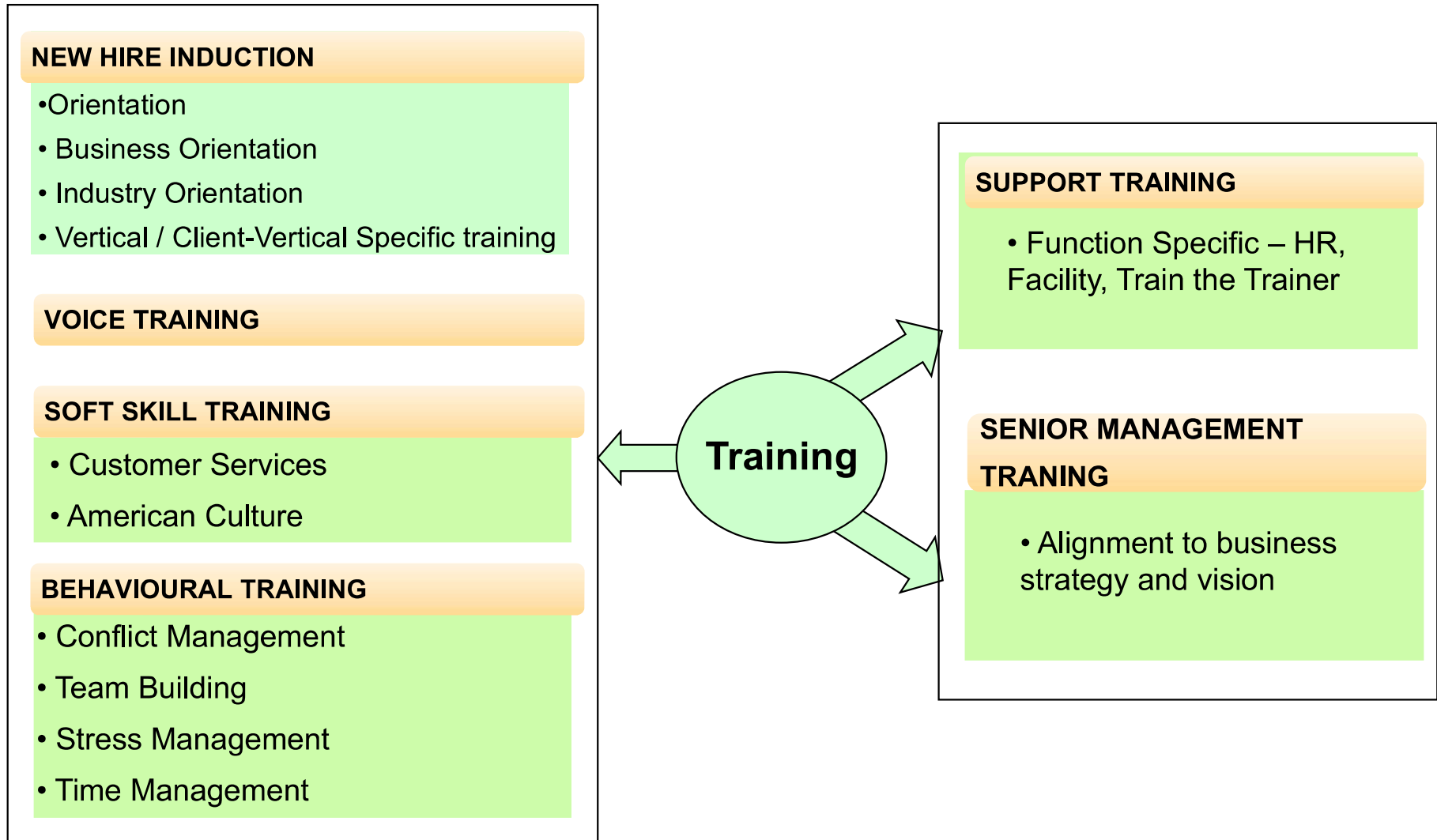
1 Plan

2 Prepare

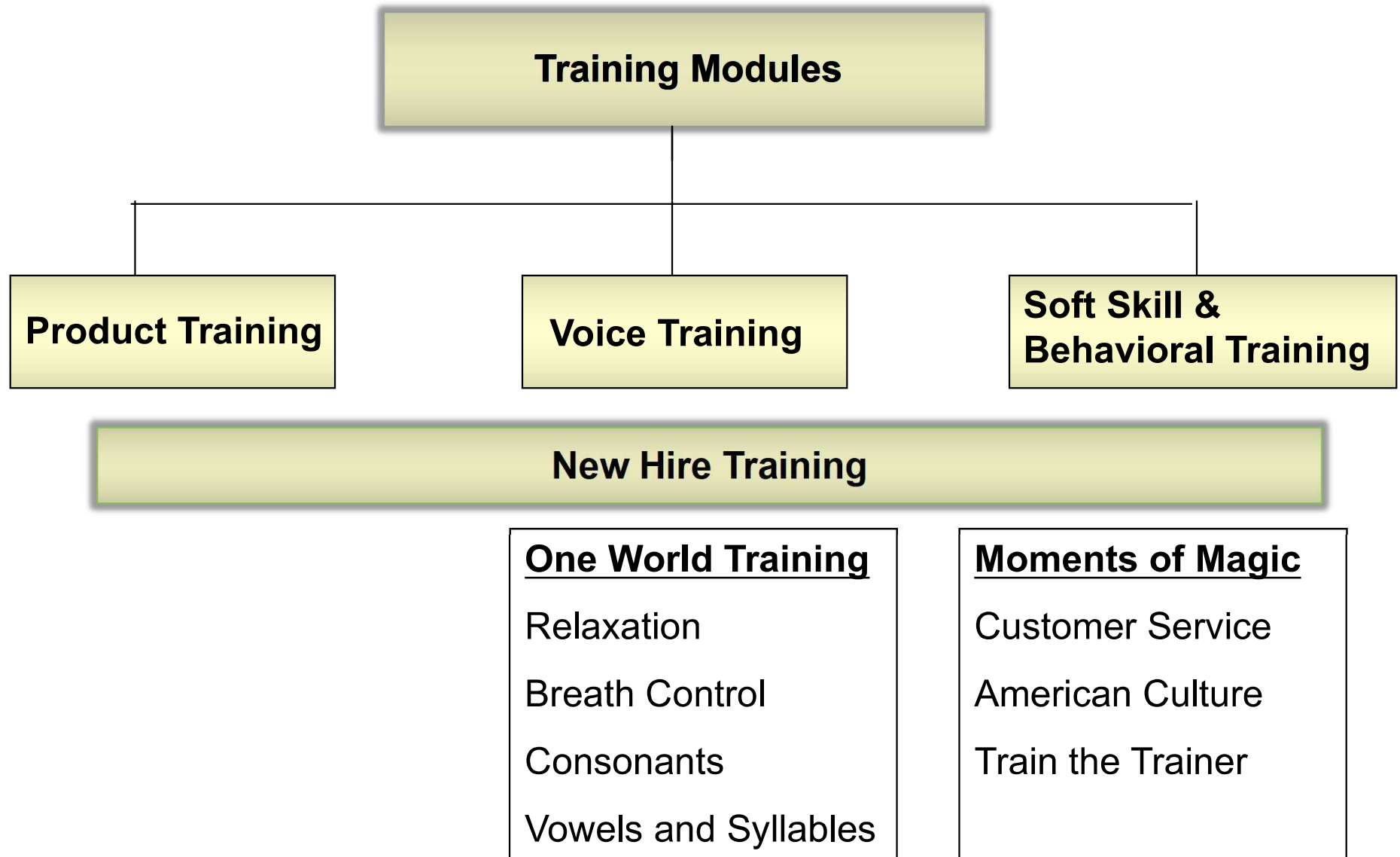
3 Proceed

This formula (**Plan, Prepare and Proceed**) led us to reach new heights in the Professional Service sector and expand on fast pace to potential customers, while we focus on quality, standards and market ethics to improve your business potential and enhance your operational performance

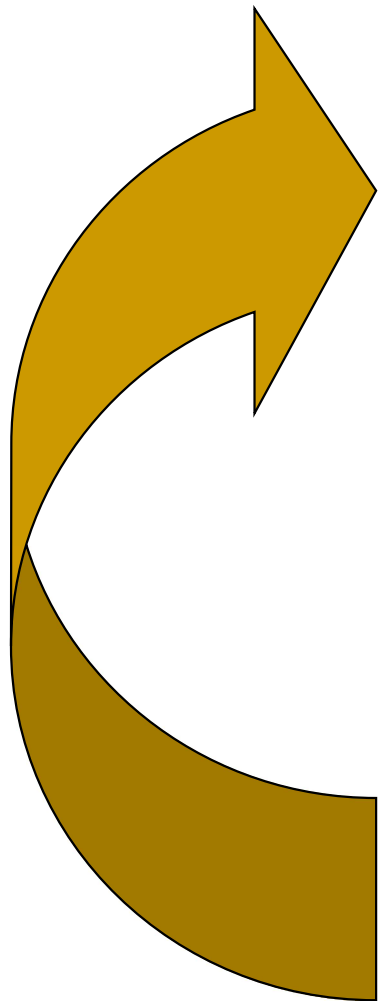
# The Training Paradigm



# New Hire Training Program



# Voice Training Journey



**RELAXATION**

**BREATH  
CONTROL**

**CONSONANTS  
DRILL**

**VOWELS**

**SYLLABLE  
STRESS**

**LISTENING**

**INTONATION**

**GRAMMAR**

## Module Content

**Concept**

**Repetition**

**In words**

**In passages**

**In process Scripts**

**Free Speech**

**Language Application**

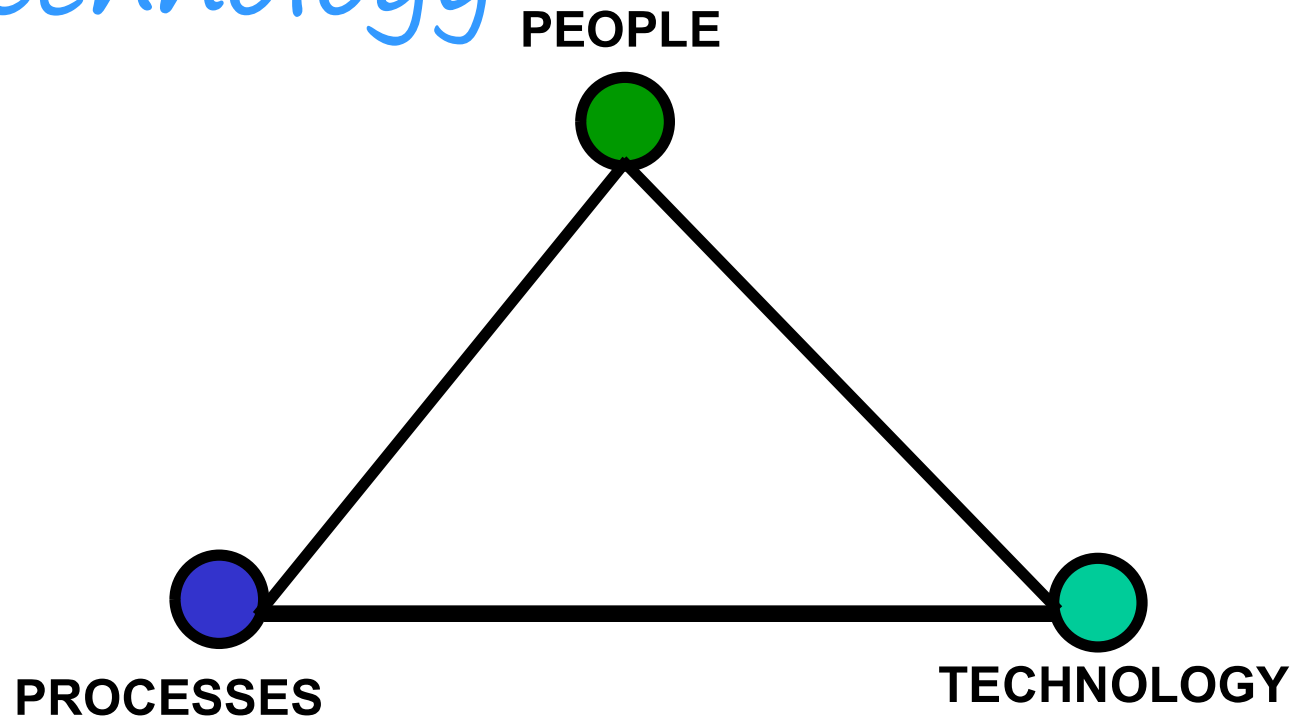
**Role Plays**

**Mock Calls**

**ROLE-PLAYS  
MOCK CALLS**

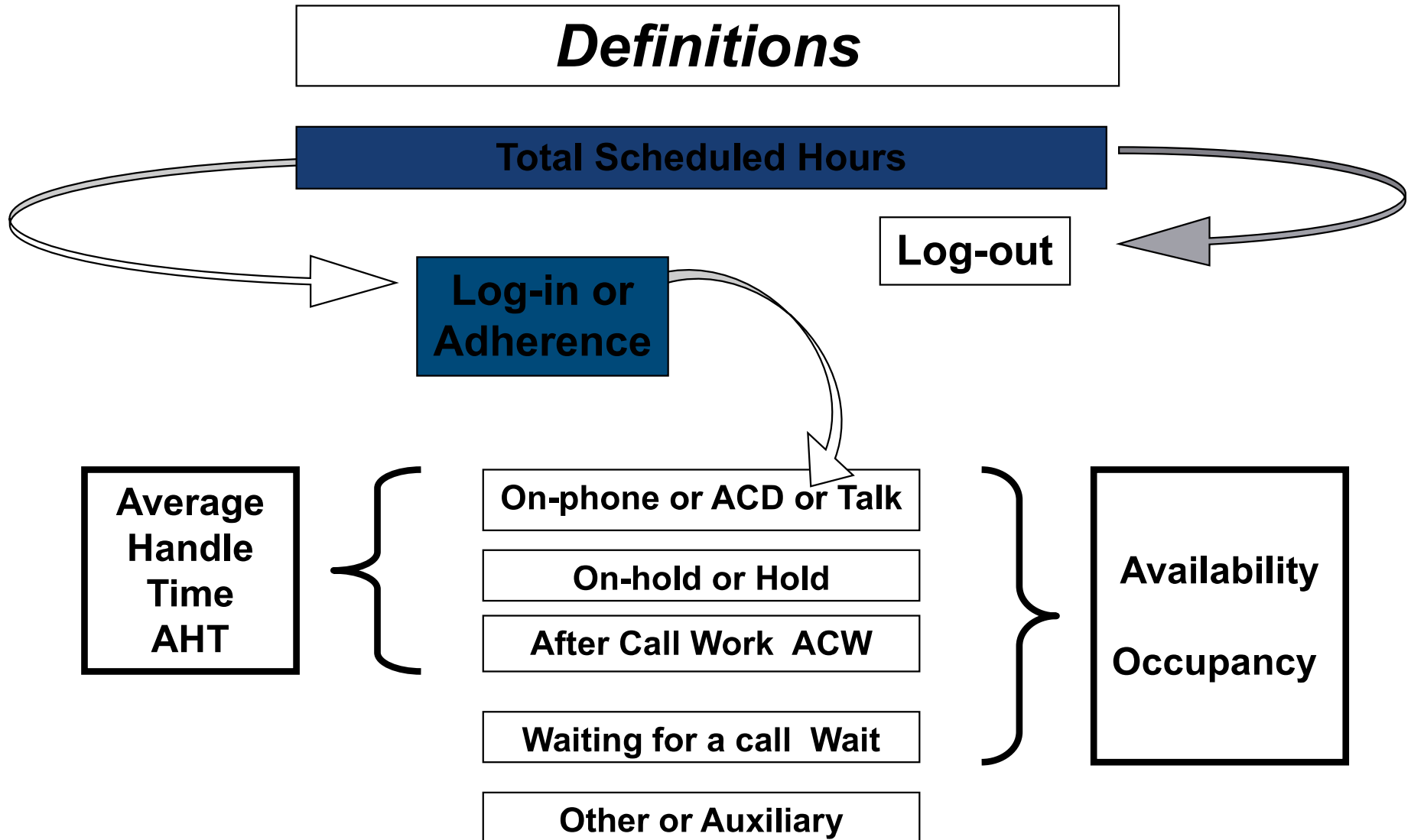
**AMERICAN  
ENGLISH**

# Process in Perspective of People & Technology



*Major determinants of Service cost, schedule, and quality performance*

# Performance Management & Quality



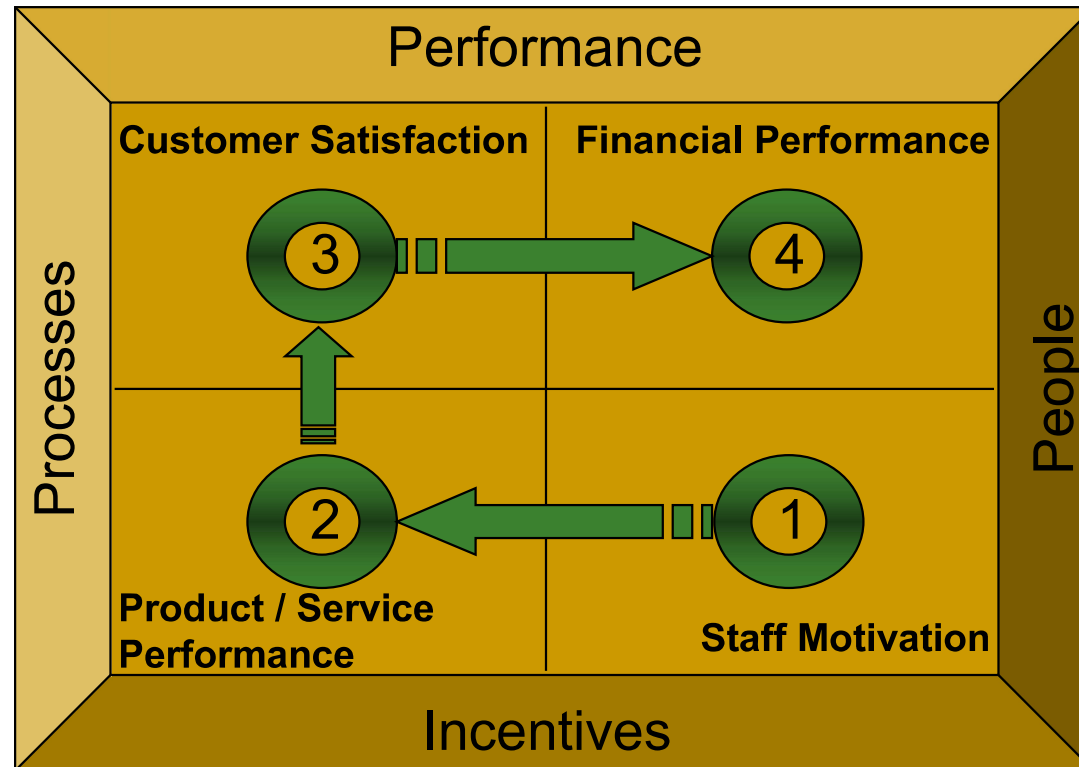
# Call Rating Process ... Voice Assessment Sheet

S.No	PARAMETERS	Good for floor	Trainable	Not Fit for Voice Process
1	The agent says correct consonant sounds			
2	The agent uses correct long and short vowel sounds			
3	The agent completes his words			
4	The agent Intonates appropriately			
5	The agent uses correct syllable stress			
6	The agent uses correct tenses			
7	The agent uses correct singular plural forms			
8	The agent uses the "the" form correctly			
9	The agent uses the correct word order			
10	The agent Listens to and understands customer's problem / need			
11	The agent Maintains continuity of expression (foghorns, fillers, repetition)			
12	The agent Provides accurate information			
13	The agent Empathizes when required			
14	The Listener understands the agent			
15	The agent has MTI (Mother Tongue Influence)			

# Balanced Scorecard

Retention,  
Loyalty

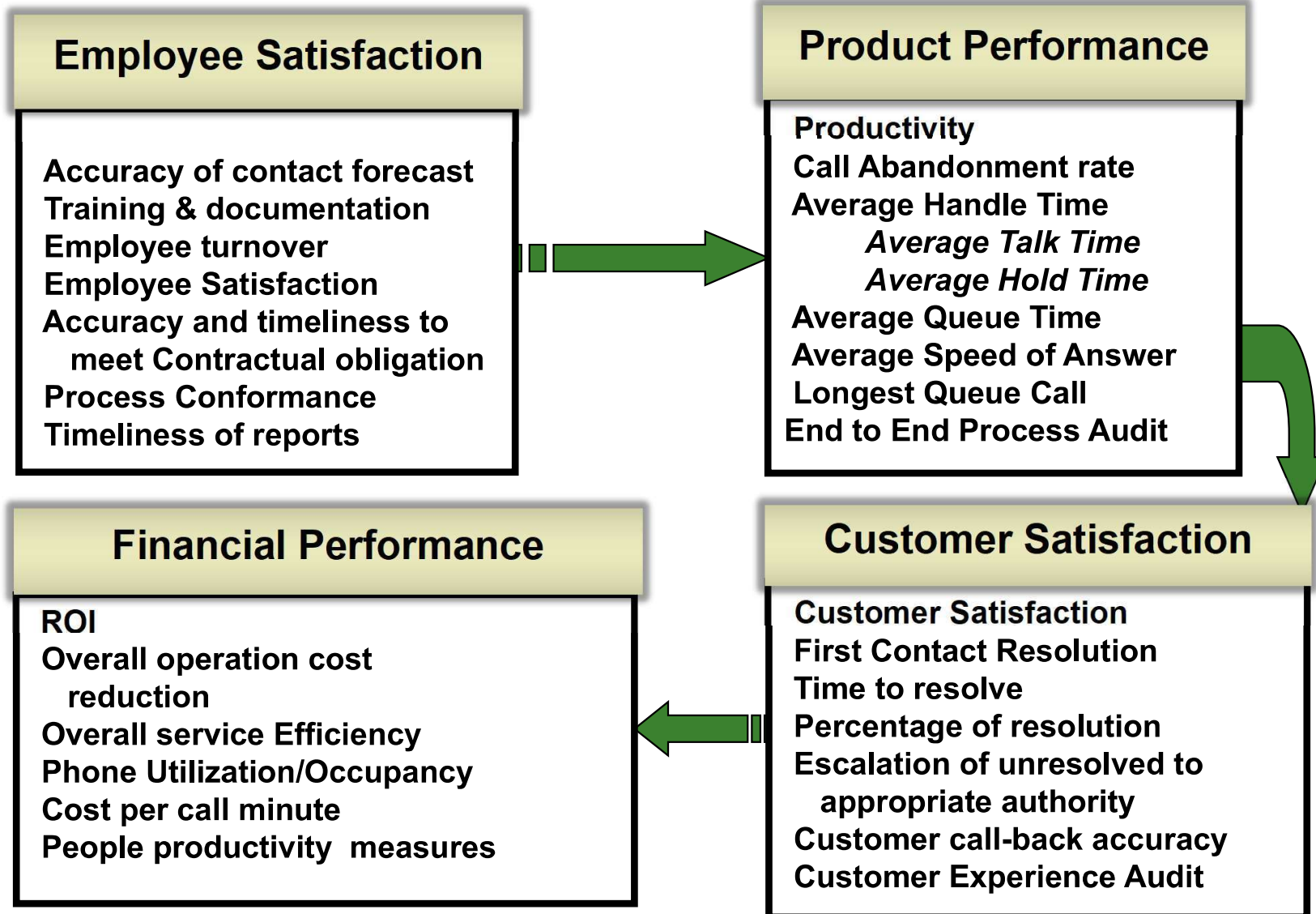
Revenue or Cost per  
contact, ROI



Volumes,  
Productivity,  
Quality

Employee Satisfaction leading  
to Retention, Loyalty, Growth

# Balanced Scorecard



# Technology Infrastructure

## ➤ Infrastructure

- Office space- approx. 8,500 Sq. ft,
- Presently Occupied – 300 seats
- Capacity to grow - 1000
- 100% power back from UPS
- Captive Generators

## Hardware

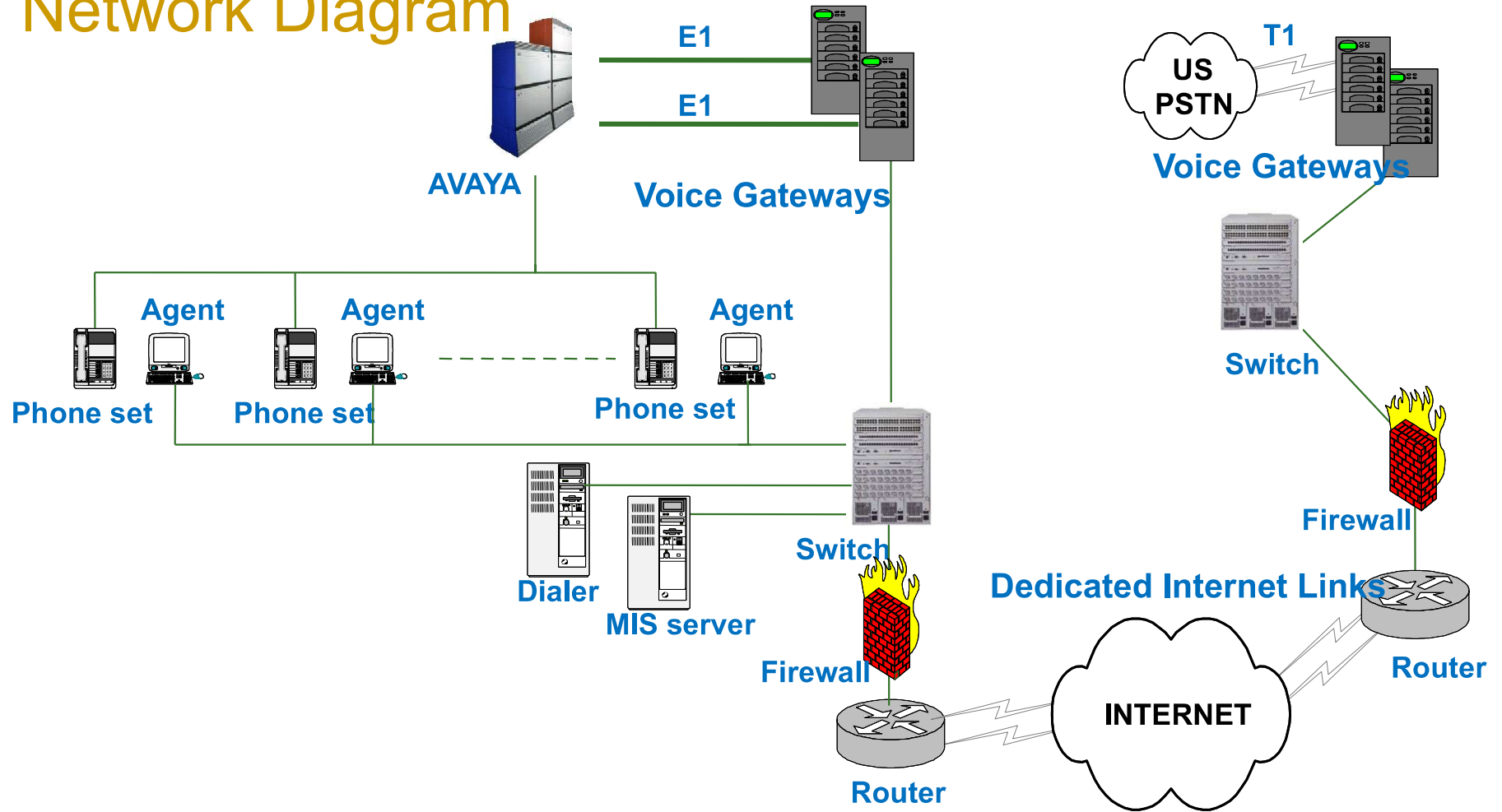
- Intel Servers & Desktops
- SAMBA Server
- Latest Configured Systems
- IP Phones with License

## ➤ Network

- 32 Mbps link to Internet (leased lines)
- Certified LAN network cabling
- Firewall for Security & b/w mgmt
- Anti-virus from Norton & AVG
- AVAYA Routers
- Call Center Solution for Inbound & Outbound

# G J Solutions India Pvt Ltd

## Network Diagram



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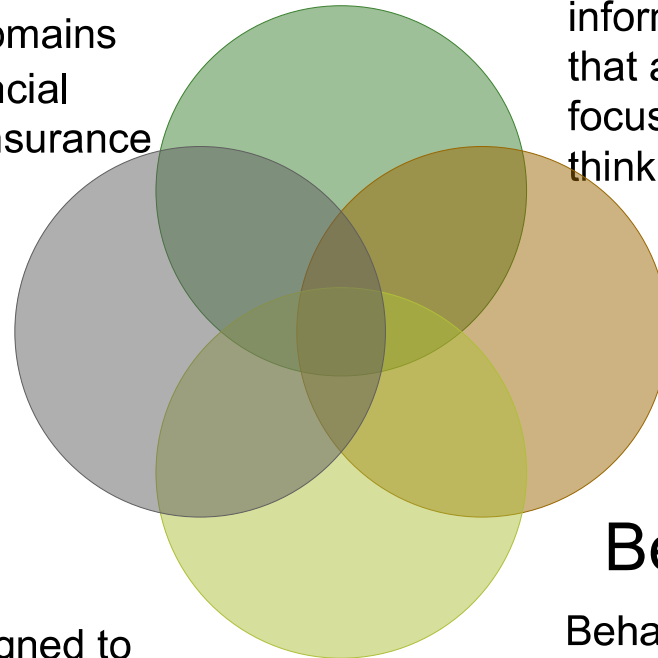
# Multi dimensional assessments

## Domain

Domain specific tests are designed to measure the individual's ability to perform specific aspects of the job and the current competence level. Domains include IT, BPO, Telecom, Financial services, Banking, Education, Insurance and etc.

## Aptitude

Aptitude tests are designed to give you information about the types of intelligence that are relevant to different careers. These focus on logical, analytical, and critical thinking skills.



## Communication

Communication tests are designed to measure the individual's ability to communicate in English across all the four language skills namely Reading, Writing, Listening and Speaking.

## Behavioral

Behavioral tests are designed to measure the personality, preferences and characters traits of the individual. We use the 16 Personality Factor Model, the industry standard for defining personalities.

## Our assessments portfolio

### Industries

- Information Technology
- ITES (BPO, KPO, LPO)
- Financial Services
- Insurance
- Telecom
- Engineering Services
- Education
- Healthcare
- Pharmaceutical

### Functional Areas

- Sales and Marketing
- Project Management
- Software Development
- Accounting
- Network Administration
- Human Resources
- Education and Training
- Research and Development

### Abilities

- Analytical Reasoning
- Clerical Aptitude
- Data Interpretation
- Logical Reasoning
- Numerical Ability
- Verbal Ability
- General Awareness
- Teaching Aptitude

60,000 questions approved by subject matter experts.

80 Subjects covering multiple domains.

120 Industry validated tests.

Psychometric tests.

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# G J Solutions Pvt Ltd Contact Details

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Thank you