Collections Agent – One Sitting

Assessment Fact Sheet

Overview	The Collections Agent solution is for entry-level collections positions in an inbound or outbound call center environment in a financial setting. Sample tasks for these jobs include, but are not limited to: monitoring overdue accounts to update status, calling customers with overdue accounts, and persuading customers to pay their overdue accounts.
	Job Level
	Job Family/Title

Overview	Job Level	Entry-level
	Job Family/Title	Banking

Details	Average Testing Time	46 Minutes
	Number of Sittings	One
	Designed for Unproctored Environment	Yes
	Question Format	Multiple choice, Simulation

Knowledge, Skills, Abilities and Competencies Measured

Persistence: This is a measure of the tendency to set specific goals and work hard to achieve these goals. This trait is characterized by: suggesting the best solution for customer needs; being able to direct conversations towards a commitment/order/sale; and continuing to try if not successful the first time.

Navigation: This measures a candidate's interactions within a realistic contact center environment by providing a workspace that simulates multiple customer service-based applications running on a Windows desktop simultaneously.

Service Orientation: This measures a candidate's tendency to focus on meeting customers' needs in a simulated telephone call context. This includes the tone and language used to respond to customers' questions, apologizing when appropriate, and providing solutions that directly relate to customers' requests.
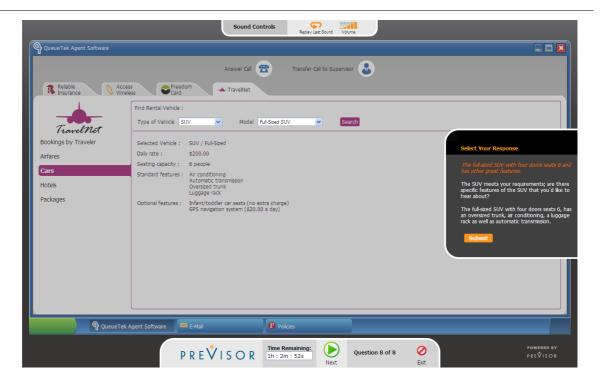
Tactful Problem Solving: This measures a candidate's tendencies to engage in problem solving with customers in the context of simulated telephone calls. This includes acquiring necessary information from both customers and systems to understand the nature of the problem, working through ambiguity to determine the correct answer, and tactfully explaining the resolution of the situation to customers.

Data Entry Speed: This measures a candidate's ability to listen to and record information received from customers quickly.

Data Entry Accuracy: This measures a candidate's ability to listen to and record information received from customers accurately.

Example Questions

Example Reports

Recruiter Report : Collections Agent – Short Form

PREVISOR

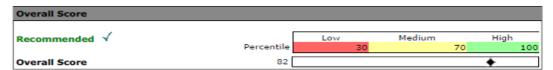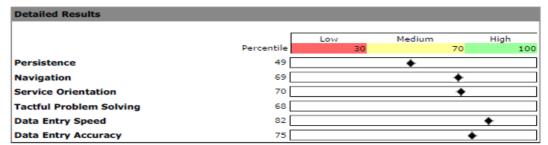**Applicant Information**

Name:

Application Date: Wed Mar 25 10:37:00 EDT 2009

Applicant ID: 3387

Session ID: 81307603747403

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.

Overall Score

Recommended ✓

	Percentile	Low	Medium	High
		30	70	100
Overall Score	82			♦

Detailed Results

	Percentile	Low	Medium	High
		30	70	100
Persistence	49		♦	
Navigation	69		♦	
Service Orientation	70		♦	
Tactful Problem Solving	68			
Data Entry Speed	82			♦
Data Entry Accuracy	75			♦

Score Interpretation

Persistence

This is a measure of the tendency to set specific goals and work hard to achieve these goals. This trait is characterized by: suggesting the best solution for customer needs; being able to direct conversations towards a commitment/order/sale; and continuing to try if not successful the first time.

The candidate's response profile is somewhat similar to that of a successful employee in an entry-level sales role. He/she may have a slight tendency to lack the confidence, influence, and persistence required to do well in a sales role. The candidate is likely to be satisfied with average job performance and may not always set the most challenging goals.