CRM Navigation

Assessment Fact Sheet

Overview

The Customer Relationship Management (CRM) Navigation test assesses candidate interactions within a real-world desktop environment by providing a workspace that simulates multiple customer service based applications running on a Windows XP desktop.

The Customer Relationship Management (CRM) test measures the candidate's ability to minimise, maximise, and resize application windows, navigate and select items within open applications and tabbed windows, toggle between multiple screens, copy and paste data, type text accurately, edit typed text, and use multiple applications to search for and associate information.

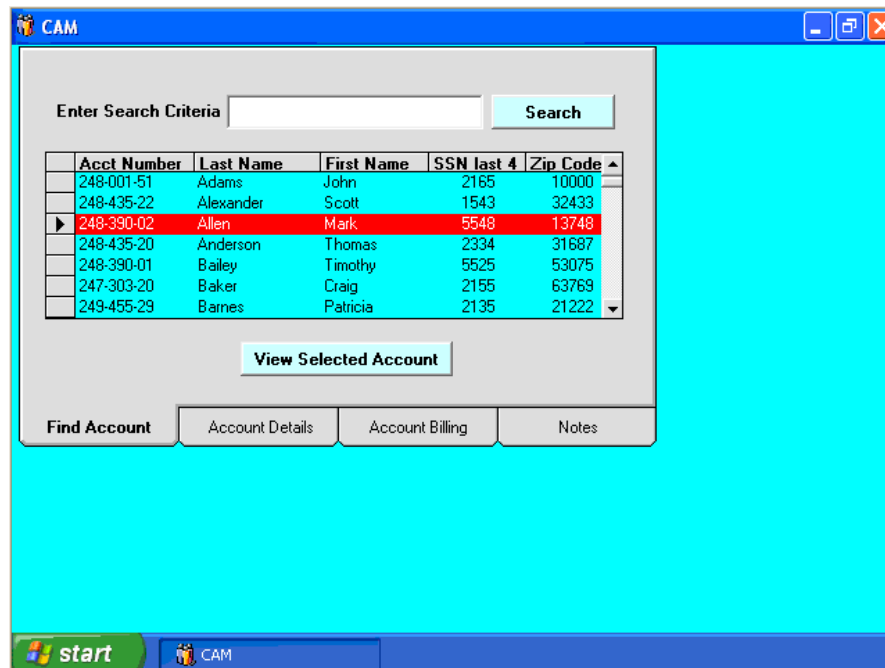|	
Job Level	Entry-level
Job Family/Title	Call Center Representative

Details

Allowed Time (minutes)	25 minutes
Number of Questions	26 questions
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Simulation
Product Category	Call Center

Knowledge, Skills, Abilities and Competencies Measured

CRM Navigation measures the following competencies:

- Computer comprehension
- Computer navigation
- Basic computer literacy

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Example Questions

In the **CAM** application, use the **Account Billing** tab to display the **Policies** window.

Use the **Policies** list to determine the action steps for an individual account that is 75 days past due, then type the action into the **Notes** section dated **6/31/2005** for the selected account.

Example Reports

Score Summary: 87.9

Total Number of Questions:	26
Number Correct:	29
Number Incorrect:	4
Number left Blank:	0

Score Comparison:

Company Wide Comparison: **1 Scores.**

	Average	High	Low
Score	87.9	87.9	87.9
Time (mm:ss)	20:49	20:49	20:49

System Wide Comparison: **1845 Scores.**

	Average	High	Low
Score	70.7	100.0	0.0
Time (mm:ss)	17:37	35:00	05:43

Time Summary:

Time Taken (mm:ss):	20:49
Started on:	8/11/05 11:16 AM
Completed on:	8/11/05 11:38 AM

Analysis By Job Skill:

Copying data between programs or application windows	3 of 4 Correct (75%)
Editing typed text	2 of 2 Correct (100%)
Selecting items from multiple screens or tabbed windows	2 of 3 Correct (66%)
Resizing application windows	2 of 2 Correct (100%)
Pasting data between programs or application windows	4 of 4 Correct (100%)
Using multiple applications to search for information	2 of 2 Correct (100%)
Associating information found in multiple applications	2 of 2 Correct (100%)
Navigating within open applications or tabbed windows	3 of 3 Correct (100%)
Minimizing/Maximizing/Restoring application windows	4 of 4 Correct (100%)
Typing text accurately	2 of 2 Correct (100%)
Moving open application windows	1 of 3 Correct (33%)
Toggling between multiple screens or tabbed windows	2 of 2 Correct (100%)