

# Claims/Customer Service Representative – One Sitting

#### **Assessment Fact Sheet**

### Overview

**Details** 

The Claims/Customer Service Representative solution is for entry-level insurance positions that involve a high degree of interaction with customers in person or on the phone. Sample tasks for this job include, but are not limited to: taking orders; solving product or service issues; responding positively to difficult customers; navigating within multiple applications to find and view customer account details; typing information quickly and accurately. Potential job titles that use this solution are: Claims Representative, Claims Agent, Customer Service Representative, and Customer Service Agent.

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Job Level	Entry-level
Job Family/Title	Insurance
Average Testing Time (minutes)	43 minutes
Maximum Number of Questions	65 items
Number of Sittings	One
Designed for Unproctored Environment	Yes

Knowledge, Skills, Abilities and Competencies Measured

**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.

Multiple choice

**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.

**Professional Potential:** This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

**Contact Center Retention:** This measures a candidate's background, experiences, attitudes, judgments, and opinions that are associated with increased job tenure in entry-level contact center

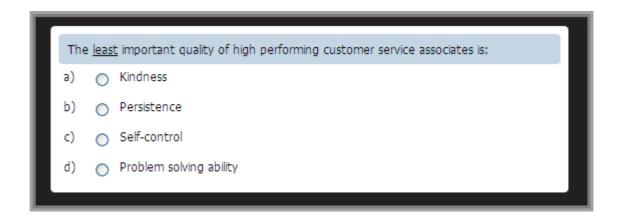
Question Format



positions. This is reported as a separate score on the score report and is not included in the Overall Score.

## **Example Questions**







## **Example** Reports

