

Claims/Customer Service Representative – One Sitting

Assessment Fact Sheet

Overview

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.

Job Level	Entry-level
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Job Family/Title	Insurance
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Details

Average Testing Time (minutes)	43 minutes
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Maximum Number of Questions	65 items
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Number of Sitzings	One
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Designed for Unproctored Environment	Yes
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Question Format	Multiple choice
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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.

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

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

Example Questions

QueueTek Agent Software

Reliable Insurance | Access Wireless | Freedom Card | TravelNet

Answer Call | Transfer Call to Supervisor

FreedomCard

Account Summary as of 10/12/2009

Name	Account Number	Notes
Monica Clark	875-421-888	Account in good standing

Search

Account Summary

Payment History

Notes

Current Balance : \$480.00
Starting Balance : \$580.00
Current Activity
Purchases : \$0.00
Late Fees : \$0.00
Payments/Credits : \$100.00

Credit Limit : \$2,000.00

View Credit Score

Credit Limit Changes/Requests

Next Payment Due : 10/27/2009

Select Your Response

I understand this would mean a lot to your daughter for her graduation. I will approve your credit limit increase to \$6,000.

I am sorry, I'm just not comfortable approving this when you do not meet the requirements. Perhaps my supervisor can help you.

I am sorry, but I don't think I can approve this request right now. What I CAN do is submit a credit limit increase request of \$6,000 to our credit department.

Submit

QueueTek Agent Software | E-Mail | Policies

The least important quality of high performing customer service associates is:

a) ☐ Kindness

b) ☐ Persistence

c) ☐ Self-control

d) ☐ Problem solving ability

Example Reports

Detailed Report: Insurance 5.5: Claims/CS Representative - Short Form
Recruiter Interview Development
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Applicant Information
Name:
Application Date: Wed Oct 28 09:29:00 EDT 2009
Applicant ID: 12408787
Session ID: 366721421254511071
Library: Selection
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 ✓
Overall Score 100

Low	Medium	High
30	70	100

Detailed Results

	Low	Medium	High
Percentile	30	70	100

Navigation	97		
Service Orientation	85		
Tactful Problem Solving	48		
Data Entry Speed	100		
Professional Potential	52		
Contact Center Retention	6		

Score Interpretation
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.
The candidate tends to excel in navigating between multiple computer screens to find information. He/she is able to determine which application contains the information needed to solve the customer's problem. Based on this information, the candidate is more likely than others to perform well on the job when navigating through multiple screens.
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.
The candidate is likely to have a high level of customer service skills. He/she will offer the customer appropriate information, while being courteous and patient with them. The candidate is able to relate to the customer and put him/herself in the customer's situation. He/she tends to have the ability to offer alternatives and describe the benefits.
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.
The candidate will sometimes have the tendency to detect and solve problems using a computer system. He/she may acquire some of the necessary information, but may have difficulty interpreting that information and offering solutions to the problem. This candidate is likely to be an average performer on the job.
Data Entry Speed
This measures a candidate's ability to listen to and record information received from customers quickly. This is calculated by the number of gross keystrokes per minute typed by an applicant.
The candidate tends to quickly enter information when listening to customer calls and entering data into fields on a computer screen. He/she will likely be more skilled than other candidates when doing this task, and will likely perform this task well on the job.
Data Entry Accuracy
This measures a candidate's ability to listen to and record information received from customers accurately. This is calculated by the following formula: Percent Accurate = Number of Correct/Number of Total * 100.
The candidate tends to be less accurate when listening to and recording information in data fields on a computer screen. This suggests that the candidate may experience difficulty when performing these tasks on the job.
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.
This candidate's response profile concerning past achievements, social orientation, and work orientation is moderately similar to the profiles of highly effective professionals. The moderate match between the profiles suggests that this candidate is somewhat likely to be successful in a professional position.
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 positions. **This is reported as a separate score on the score report and is not included in the Overall Score.**
Compared to other candidates, the candidate is likely to have shorter than average job tenure in an entry-level contact center position, assuming that job performance is at least adequate.

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