Contact Centre - Collections Agent – One Sitting

Assessment Fact Sheet

Overview	The Contact Centre - Collections Agent solution is for entry-level collections positions in an inbound or outbound call centre environment. 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. Potential job titles that use this solution are: Call Centre Collections Agent, Contact Centre Collections Agent, and Collections Agent.	
	Job Level	Entry-level
	Job Family/Title	Contact Centre

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

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, apologising 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

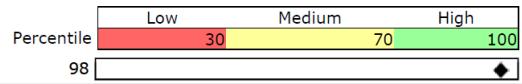## Recruiter Report : Contact Center - Collections Agent - Short Form

PREVISOR

Applicant Information

Name: CCSuite Tester
Application Date: Wed Apr 29 14:20:00 EDT 2009
Applicant ID: 3427
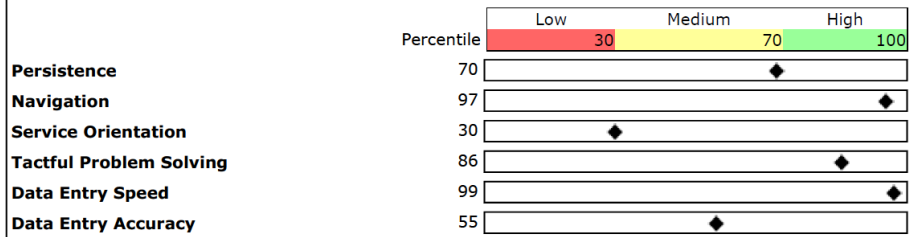**Session ID:** 54085628104371

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 ✓

	Low	Medium	High
Percentile	30	70	100

Overall Score	98	◆

Detailed Results

		Low	Medium	High
	Percentile	30	70	100

Persistence	70	◆
Navigation	97	◆
Service Orientation	30	◆
Tactful Problem Solving	86	◆
Data Entry Speed	99	◆
Data Entry Accuracy	55	◆

Score Interpretation

Persistence

This measures the candidate's tendency to be influential, confident, and persistent when working towards sales goals. This trait is characterized by suggesting solutions to meet customer needs; demonstrating confidence in the sales process, and persisting and displaying resiliency when faced with challenges or setbacks.

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.

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