

Contact Center Retention Predictor

Assessment Fact Sheet

Overview

This Contact Center Retention Predictor is designed to identify candidates who are likely to stay in contact center positions for at least 90 days. This assessment consists of a variety of item types and is not intended to predict on-the-job performance. Short and long forms of the Contact Center Retention Predictor are available.

Job Level	Entry-level
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Job Family/Title	Call Center
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Details

Number of Sitzings	One
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Designed for Unproctored Environment	Yes
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Question Format	True/False, Likert-type, and Multiple Choice
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Product Category	Call Center
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Knowledge, Skills, Abilities and Competencies Measured

This is a measure of background, experiences, attitudes, judgments, and opinions that are associated with job tenure in entry-level contact center positions. It is designed to assess a variety of factors affecting retention that are independent of job performance.

Example Question

Please select the response following each question or statement that best describes your feelings, attitudes, or behaviors.

Which kind of employee do you believe is poorest--one who:

- a) Refuses to work a fair share of overtime
- b) Skips work and doesn't call in
- c) Is a few minutes late almost every day
- d) Takes home some small company property
- e) Works much slower than others on the job

How often do you set difficult goals for yourself?

- a) Rarely
- b) Occasionally
- c) Often
- d) Very Often
- e) Constantly

How do you rate your self-confidence?

- a) Unsure of yourself a lot of the time
- b) Confident of yourself about a few things
- c) Confident of yourself about half of the time
- d) Usually confident of yourself
- e) Very confident of yourself in all things

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Example Report

[Help](#)
[Contact Us](#)
[Logout](#)

No bulletins.

Session: 03897427201860

Library Name: None

Started: 10/23/07 2:14 PM Completed: 10/23/07 2:16 PM

Candidate: **Test Case** ExternalCode:

Email: Phone:

City: State/Province:

Test: Contact Center Retention Predictor

	Percentile Score	10	20	30	40	50	60	70	80	90	
OVERALL	75										
Contact Center Retention	75										
		LOW			AVERAGE				HIGH		

Contact Center Retention

Definition:
This is a measure of background, experiences, attitudes, judgments, and opinions that are associated with job tenure in entry-level contact center positions. It is designed to assess a variety of factors affecting retention that are independent of job performance.

Significant Finding:

- Compared to other candidates, the candidate is likely to have longer than average job tenure in an entry-level contact center position, assuming that job performance is at least adequate.

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