

# Contact Center - Sales Agent – One Sitting

## Assessment Fact Sheet

### Overview

The Contact Center - Sales Agent solution is an assessment used for job candidates applying to entry-level positions in a contact center environment where the main focus of the job is sales. Sample tasks for these jobs include, but are not limited to: promoting products to customers; persuading customers to buy products; completing a transaction with a customer; interacting with customers on the phone to provide information; taking orders; navigating within multiple applications to find and view customer account details; and typing information quickly and accurately. Potential job titles that use this solution are: Call Center Sales Representative, Contact Center Sales Representative, and Contact Center Sales Agent.

Job Level	Entry-level
Job Family/Title	Contact Center

### Details

Number of Sitzings	One
Designed for Unproctored Environment	Yes
Question Format	Simulation, Multiple choice

### 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.

**Persistence:** This is a measure of the tendency to set specific goals and work hard to achieve these goals. This trait is characterized by: suggesting the best solution for customer needs; being able to direct conversations towards a commitment/order/sale; and continuing to try if not successful the first time.

## Example Questions

The screenshot shows a PreVisor assessment window. The top bar includes 'Sound Controls', 'Reply Last Sound', and 'Volume'. Below that are 'Answer Call' and 'Transfer Call to Supervisor' buttons. The main content area is titled 'Find Rental Vehicle' and contains a search form with 'Type of Vehicle' set to 'SUV' and 'Model' set to 'Full-Size SUV'. A 'Search' button is visible. Below the search form, details for the selected vehicle are shown: 'Selected Vehicle: SUV / Full-Size', 'Daily rate: \$200.00', 'Seating capacity: 6 people', and 'Standard features: Air conditioning, Automatic transmission, Oversized trunk, Luggage rack'. 'Optional features' include 'Infant/toddler car seats (no extra charge)' and 'GPS navigation system (\$20.00 a day)'. On the right side, a 'Select Your Response' box contains two options: 'The full-sized SUV with four doors seats 6 and has other great features.' and 'The SUV meets your requirements; are there specific features of the SUV that you'd like to hear about?'. A 'Submit' button is at the bottom of this box. The bottom of the window shows the PreVisor logo, 'Time Remaining: 1h : 2m : 52s', 'Question 8 of 8', and 'Next' and 'Exit' buttons.

## Example Reports

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



**Applicant Information**  
**Name:**CCSuite Tester  
**Application Date:**Wed Apr 29 14:37:00 EDT 2009  
**Applicant ID:**3427  
**Session ID:**03706629200560  
 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** ✓  
 Percentile: Low 30, Medium 70, High 100  
**Overall Score** 98

**Detailed Results**

	Percentile	Low	Medium	High
Navigation	97	30	70	100
Service Orientation	30	30	70	100
Tactful Problem Solving	86	30	70	100
Data Entry Speed	99	30	70	100
Data Entry Accuracy	55	30	70	100
Persistence	70	30	70	100

**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 tends to lack enthusiasm when working with customers. He/she makes assumptions and does not offer customers alternative options. The candidate is inclined to be impatient and less courteous than those who score high on Service Orientation.