

Contact Center Virtual Scenario – Bilingual Spanish

Assessment Fact Sheet

Overview

The Contact Center Virtual Scenario - Bilingual Spanish is for entry-level positions in a contact center environment that handles both English- and Spanish-speaking callers. Sample tasks for these jobs include: Interact with customers on the phone to provide information, take orders, and solve product or service issues; respond positively to difficult or irate customers; navigate within multiple open applications to find and view customer account details; and type information quickly and accurately. Potential job titles that use this solution are: Bilingual Call Center Representative, Bilingual Contact Center Representative, Bilingual Customer Service Agent, and Bilingual Customer Service Representative.

Job Level	Entry-level
Job Family/Title	Contact Center

Details

Allowed Time	30 minutes
Number of Sitzings	One
Designed for Unproctored Environment	Yes
Question Format	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, 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.

Example Questions

The screenshot displays the QueueTek Agent Software interface. At the top, it shows 'Question 1 of 4' and 'Time Remaining: 0h : 29m : 50s'. Below this are 'Sound Controls' for 'Replay Last Sound' and 'Volume'. The main window is titled 'QueueTek Agent Software' and contains several tabs: 'Reliable Insurance', 'Access Wireless', 'Freedom Card', and 'TravelNet'. The 'Freedom Card' tab is active, showing a search form with fields for 'First Name : *', 'Last Name : *', and 'Phone : *'. An example phone number '2065551212' is provided. A 'Search' button is visible. Below the search form are links for 'Account Summary', 'Payment History', and 'Notes'. A 'Submit' button is located at the bottom of the search form. On the right side, a dark dialog box titled 'Select Your Response:' contains three options: '¿Me podría dar su nombre y su número telefónico?', '¿Sería tan amable de decirme su nombre y número telefónico?', and 'Muy bien. Dígame su nombre y número telefónico.' A 'Submit' button is at the bottom of the dialog. The bottom of the interface shows 'QueueTek Agent Software', 'E-Mail', and 'Policies' buttons.

Example Reports

Job ID: 2539	Job Title: Customer Effort Bilingual Agent
Library Name: Customer Effort Contact Center Bilingual	
Started: 6/18/14 10:05 PM	Completed: 6/18/14 10:24 PM
Candidate: Average score	Candidate Reference:
Email: q@q.com	Phone:
Hiring Team: Default Hiring Team (previsor)	State/Province:
City:	

Test: Contact Center Virtual Scenario - Bilingual Spanish			
	Low	Medium	High
Percentile	30	70	100
OVERALL	50		
Navigation	12		
Service Orientation	62		
Tactful Problem Solving	33		
Data Entry Speed (GKPM)	89		
Data Entry Percent Accuracy	37		

Explanation of Scores

Navigation

Definition:

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.

Significant Finding:

- The candidate tends to have difficulty when quickly navigating between multiple screens on a computer. He/she tends to struggle when determining which application contains the information needed to answer customer issues. Based on this information, the candidate is less likely than others to perform well on the job when navigating through multiple screens.

Service Orientation

Definition:

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.

Significant Finding:

- The candidate will usually greet customers with enthusiasm and be polite when speaking with customers. At times, the candidate may not have patience with customers and may not offer viable alternatives.

Tactful Problem Solving

Definition:

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.

Significant Finding:

- 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 (GKPM)

Definition:

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.

Significant Finding:

- 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 Percent Accuracy

Definition:

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.

Significant Finding:

- The candidate typically is accurate when listening to and recording information into data fields on a computer screen, but may have difficulty at times. This suggests that the candidate will likely be able to accurately enter information most of the time, but may have difficulty in times when the task is more challenging.

Number of Calls Taken: 4

Total Call Time (mm:ss):	13:01
Number of Repeats:	0
Gross Number Of Fields:	15
Number Of Correct Fields:	12
Number Of Incorrect Fields:	3
Percent Accurate (#Correct/#Total*100):	80.0

Gross Number Of Keystrokes: 91

Gross Keystrokes Per Hour:	5326.0
Gross Keystrokes Per Minute:	88.8

