

Contact Center – Agent – Advanced – One Sitting

Assessment Fact Sheet

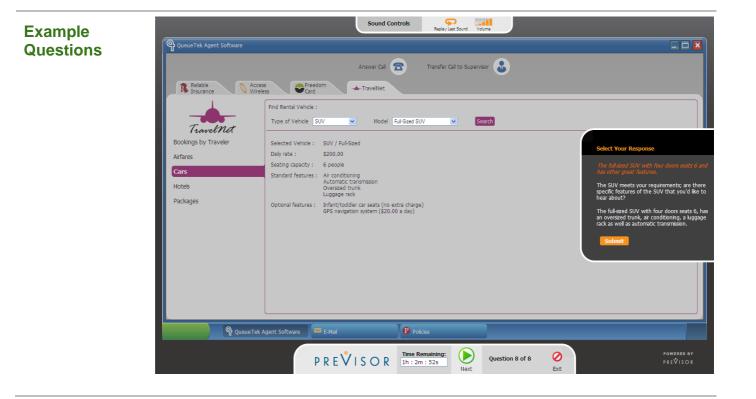
Overview	The Contact Center - Agent - Advanced solution is an assessment used for job candidates applying to entry-level positions in a contact center environment that require more experience and where the main focus of the job is customer service. Sample tasks for these jobs include, but are not limited to: interacting with customers on the phone to provide information; taking orders, and solving product or service issues; responding positively to difficult or irate customers; 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 Representative, Contact Center Representative, Customer Service Agent, and Customer Service Representative.					
	Job Level	Entry-level				
	Job Family/Title	Contact Center				
Details	Number of Sittings	One				
	Designed for Unproctored Environment	Yes				
	Question Format	Simulation, Multiple choice				
Knowledge, Skills, Abilities and	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.					
Competencies Measured	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.					
	Learning Potential: This is a measure of the potential for success in jobs across industry type and functional area. Candidates' responses to questions regarding developmental influences, educational and work history, and related values and attitudes are compared with response profiles from successful employees. These items are significantly related to a traditional cognitive test of learning ability.					



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.

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.

Sales Potential: This is a measure of the tendency to have a combination of sales skills and experiences that predict success in sales positions. This is characterized by: showing alternative solutions based on customer needs; directing conversations toward a commitment/order/sale; showing confidence even after a hard refusal/rejection; and striving to close a transaction every time. This is demonstrated by answering questions on a multifaceted measure relating to background, experience, and opinions.





Example Reports

Applicant Information					
Name:CCSuite Tester					
Application Date:Wed Apr 29 14:12:00	EDT 2009				
Applicant ID:3427					
Session ID: 37251627416722					
This report is confidential and its contents behavior. If you would like more informat offers, please contact your account repres	ion about this inte				
Overall Score					
Recommended 🗸	F	Low	Medium	Hia	h
Recommended ¥	Percentile	30	neurum	70	100
Overall Score	98				•
Detailed Results					
	Γ-	Low	Medium	Hig	ь I
	Percentile	30	Medium	70	100
Navigation	97				٠
Service Orientation	30	•			
Tactful Problem Solving	86	•		•	
Data Entry Speed	99			•	•
Data Entry Accuracy	55		•		
Sales Drive	94		•		•
Confidence and Independence	88			•	
Customer Focus	34		•		
			•		
Score Interpretation					
Navigation					
This measures a candidate's interactions workspace that simulates multiple custom simultaneously.	ner service-based a	pplications run	ning on a Windo	ows desktop	
The candidate tends to excel in navigating able to determine which application conta on this information, the candidate is more through multiple screens.	ins the information	needed to solv	e the customer	's problem. I	Based
Service Orientation	e				
This measures a candidate's tendency to context. This includes the tone and langua	age used to respon		questions, apo		