

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 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.

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 Questions

The screenshot displays the QueueTek Agent Software interface. At the top, there are 'Sound Controls' and buttons for 'Reply Last Sound' and 'Volume'. Below this, a navigation bar includes 'Answer Call', 'Transfer Call to Supervisor', and a user profile icon. The main interface is divided into a left sidebar with 'TravelNet' branding and a central content area. The sidebar lists 'Bookings by Traveler', 'Airfares', 'Cars' (highlighted), 'Hotels', and 'Packages'. The central area shows a 'Find Rental Vehicle' search results for a 'SUV / Full-Sized' vehicle with a daily rate of \$200.00 and seating capacity for 6 people. It lists standard features like air conditioning and automatic transmission, and optional features like infant/toddler car seats and GPS navigation. On the right, a 'Select Your Response' dialog box is open, asking the user to choose between 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?'. The dialog also includes a 'Submit' button. At the bottom of the interface, there is a 'PREVISOR' logo, a 'Time Remaining: 1h : 2m : 52s' timer, and buttons for 'Next' and 'Exit'. The bottom right corner indicates 'POWERED BY PREVISOR'.

Example Reports

Recruiter Report : Contact Center - Agent - Advanced



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 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	
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Detailed Results

	Low	Medium	High
Percentile	30	70	100
Navigation	97		
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 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.