Contact Center – Service and Sales Agent – One Sitting

Assessment Fact Sheet

Overview	The Contact Center – Service and 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 both customer service and sales. These would be positions where some portion of their pay is based on sales revenue. Sample tasks for these jobs include, but are not limited to: interacting with customers on the phone to provide information; promoting products to customers; taking orders; 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 Service and Sales Agent, Customer Service and Sales 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 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.
	Contact Center Retention: This measures a candidate's background, experiences, attitudes, judgments, and opinions that are associated with increased job tenure in entry-level contact center positions. This is reported as a separate score on the score report and is not included in the Overall Score.
	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

Example Reports

Recruiter Report : Contact Center - Service and Sales Agent - Short Form
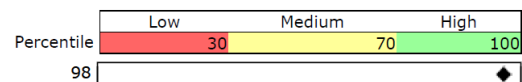
PREVISOR

Applicant Information

Name: CCSuite Tester
Application Date: Wed Apr 29 14:23:00 EDT 2009
Applicant ID: 3427
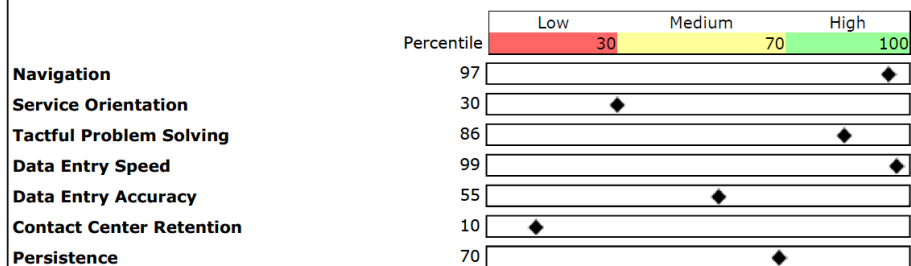**Session ID:** 42337628416703

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 30	Medium 70	High 100
Navigation	97			◆
Service Orientation	30	◆		
Tactful Problem Solving	86			◆
Data Entry Speed	99			◆
Data Entry Accuracy	55		◆	
Contact Center Retention	10	◆		
Persistence	70			◆

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