

Contact Center – Team Lead/Coach – One Sitting

Assessment Fact Sheet

Overview

The Contact Center - Team Lead/Coach solution is for job candidates applying to entry-level leadership positions who tend to supervise hourly employees. Sample tasks for these jobs include, but are not limited to: planning and preparing work schedules; assigning employees to specific duties; coaching employees on attendance, conduct, schedule adherence, and work tasks; developing employees' skills; training subordinates or less tenured peers; prioritizing multiple tasks and priorities; and making day-to-day decisions with minimal guidance from others. Potential job titles that use this solution are: Team Leader, Coach, First Line Supervisor, Processing Supervisor, Call Center Supervisor, and Customer Service Supervisor.

Job Level	Leader
Job Family/Title	Contact Center

Details

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

Knowledge, Skills, Abilities and Competencies Measured

Manager Problem Solving: This component measures the tendency to efficiently and effectively use numerical and analytical reasoning. This component is characterized by the ability to solve complex problems, identify alternatives, and make reasoned decisions.

Management Potential: This is a measure of the potential for managerial 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.

Thoroughness: This component measures the tendency to be thorough and precise in approaching work and personal activities. This trait is characterized by: being accurate; finding and correcting errors; and maintaining order in work and personal affairs.

Reliability: This component measures the tendency of a person's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterized by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

Achievement: This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

Innovation: This component measures the tendency of one's creativity in working through problems and making decisions. This trait is seen as: producing novel solutions to problems; using imagination to create unique ideas or products; and logically applying multiple and inventive strategies when considering alternatives.

Influence: This component measures the tendency of a person's effectiveness in directing and influencing others. This trait is characterized by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.

Independence: This component measures the tendency of a person's willingness to take action and to make decisions independently. This trait is revealed in: working effectively without immediate supervision; not being overly dependent on help from others; and being resourceful in the face of challenges.

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.

Example Questions

Price of Item	Percent of Items in Stock		
	Department A	Department B	Department C
\$0 - \$9.99	8%	22%	21%
\$10 - \$49.99	16%	27%	41%
\$50 - \$99.99	33%	19%	16%
\$100 - \$499.99	32%	17%	13%
\$500 and up	11%	15%	9%
Total Items in stock	346	512	296

What is the approximate total percent of items under \$50?

a.) ☐ 39%

b.) ☐ 42%

c.) ☐ 45%

d.) ☐ 47%

e.) ☐ 50%

Example Reports

Recruiter Report : Contact Center - Team Lead/Coach - Short Form



Applicant Information

Name:CCSuite Tester
Application Date:Wed Apr 29 14:43:00 EDT 2009
Applicant ID:3427
Session ID:60030629846206

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

Not Recommended ✖

	Low	Medium	High
Percentile	30	70	100

Overall Score

11

Detailed Results

		Low	Medium	High
	Percentile	30	70	100
Problem Solving	76			◆
Management Potential	31	◆		
Thoroughness	44		◆	
Reliability	92			◆
Achievement	6	◆		
Innovation	5	◆		
Influence	1	◆		
Independence	14	◆		
Professional Potential	53		◆	

Score Interpretation

Problem Solving

This component measures the tendency to efficiently and effectively use numerical and analytical reasoning. This component is characterized by the ability to solve complex problems, identify alternatives, and make reasoned decisions.

This candidate has above-average skills to efficiently and effectively use numerical and analytical reasoning. The candidate is likely to be able to critically evaluate complex problems, identify their underlying issues or themes, and generate creative and effective solutions to the problems.

Management Potential

This component measures the tendency to make good judgments about how to effectively respond to work situations. This is determined by scores derived from the candidate's responses to questions regarding situations one would likely encounter as a manager.