Contact Center – Technical Support Agent – One Sitting

Assessment Fact Sheet

Overview	The Contact Center - Technical Support 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 providing customer service in the form of technical support. Sample tasks for these jobs include, but are not limited to: interacting with customers on the phone to provide information; troubleshooting and diagnosing problems; 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 Technical Support Agent, Customer Service Agent, and Technical Support Representative.

Job Level	Entry-level
Job Family/Title	Contact Center

Details	Time Recommended (minutes)	35 minutes
	Number of Questions	58 items and 4 calls
	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.

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.

Achievement Orientation: This measures the potential for success in entry-level jobs. This scale measures self-esteem and developmental indicators of success in entry-level customer service jobs through questions regarding developmental influences, self-esteem, work history, and work-related values and attitudes.

Example Questions

Example Reports

Recruiter Report : Contact Center - Technical Support Agent - Short Form

PREVISOR

Applicant Information

Name: CCSuite Tester
**Application Date:** Wed Apr 29 14:40:00 EDT 2009
Applicant ID: 3427
Session ID: 72281629600085

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
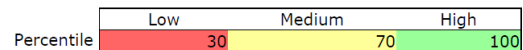
Overall Score — 94

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			
Professional Potential	53			
Achievement Orientation	35			

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