

# Contact Center – eChat Support Agent – One Sitting

## Assessment Fact Sheet

### Overview

The Contact Center - eChat 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 customer service via electronic chat. Sample tasks for these jobs include, but are not limited to: interacting with customers by typing on a computer to provide information; 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: eChat Support Agent, Call Center Representative, Contact Center Representative, eChat 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.

**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.

**Verbal Reasoning:** This is a measure of the ability to efficiently and effectively use verbal reasoning. This trait is characterized by the ability to verbally explain complex information to others; the ability to understand complex relationships; and the ability to utilize a broad vocabulary.

## Example Questions

The screenshot displays a Previsor assessment interface. At the top, there are 'Sound Controls' and 'QueueTek Agent Software' tabs. The main window shows a 'TravelNet' search interface for a rental vehicle. The search criteria are 'Type of Vehicle: SUV' and 'Model: Full-Size SUV'. The results show a 'Selected Vehicle: SUV / Full-Size' with a 'Daily rate: \$200.00' and 'Seating capacity: 6 people'. Standard features include 'Air conditioning', 'Automatic transmission', 'Oversized trunk', and 'Luggage rack'. Optional features include 'Infant/toddler car seats (no extra charge)' and 'GPS navigation system (\$20.00 a day)'. A 'Select Your Response' dialog box is overlaid on the right, containing the question: 'The SUV meets your requirements; are there specific features of the SUV that you'd like to hear about?'. Two options are provided: 'The full-sized SUV with four doors seats 6 and has other great features.' and 'The full-sized SUV with four doors seats 6, has an oversized trunk, air conditioning, a luggage rack as well as automatic transmission.' A 'Submit' button is at the bottom of the dialog. The Previsor footer shows 'Time Remaining: 1h : 2m : 52s', 'Question 8 of 8', and 'Exit'.

## Example Reports

### Recruiter Report : Contact Center - eChat Support Agent - Short Form



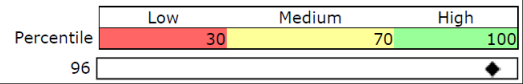
#### Applicant Information

**Name:**CCSuite Tester  
**Application Date:**Wed Apr 29 14:30:00 EDT 2009  
**Applicant ID:**3427  
**Session ID:**08853628780340

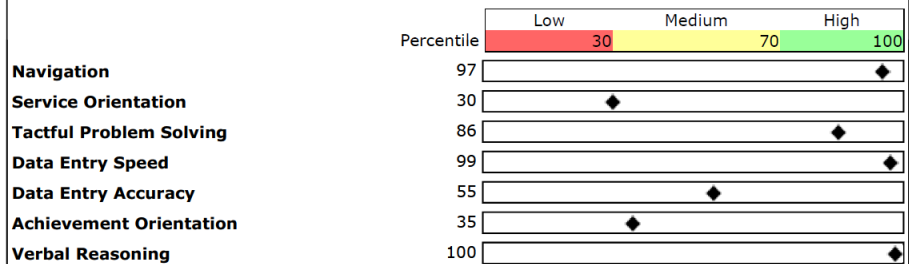
This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.

#### Overall Score

**Recommended** ✓



#### Detailed Results



#### 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