Customer Contact Styles Questionnaire
Assessment Fact Sheet

Overview

The Customer Contact Styles Questionnaire (CCSQ) is a work styles assessment for entry-level sales, call centre or client services staff, helping you make better selection and development decisions by:

- Increasing the probability that you select the right people
- Reducing your costs by making the entire hiring process more efficient
- Identifying hidden reasons for weak performance
- Allowing you to plan a more customized and effective development strategy

Job Family/Title	Call Centre/Retail/Sales/Customer Service

Details

Average Testing Time (minutes)	30 minutes
Allowed Time (minutes)	Untimed
Maximum Number of Questions	128 questions
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Forced Choice and Rating Scale
Product Category	Personality

Knowledge, Skills, Abilities and Competencies Measured

CCSQ covers 16 specific personality dimensions relevant for customer contact roles, grouped into three areas: Relationships with People, Thinking Style, Feelings and Emotions. These dimensions can be mapped to competencies required in a given role to predict key aspects of job performance, such as Relating to Customers, Problem Solving, Quality Orientation and Results Drive.

A number of reports are available for trained and untrained users, including the Manager Report, the Personal Report, the Interview Guide and the Profile, a graphical output of the CCSQ.

Example Question

I am the sort of person who….