

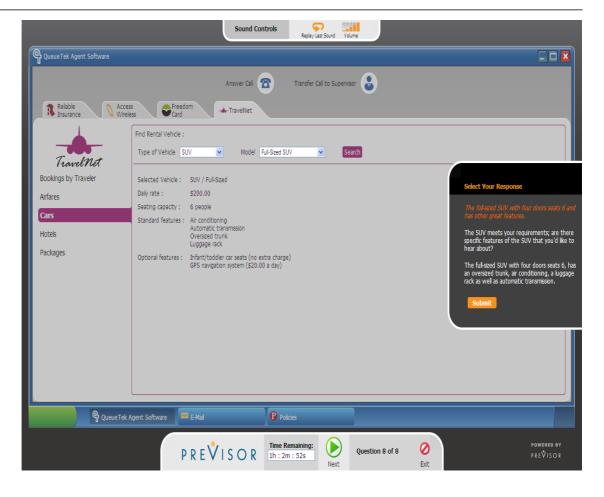
Phone Banker – One Sitting

Assessment Fact Sheet

Overview	The Phone Banker solution is for entry to mid-level financial institution positions. Sample tasks for this job would include, but are not limited to: explaining products, services and prices to customers, obtaining and entering customer information such as name and address into a computer, and maintaining records of customer accounts.				
	Job Level	Entry Level			
	Job Family/Title	Banking			
Details	Number of Sittings	One			
	Designed for Unproctored Environment	Yes			
	Question Format	Multiple Choice, Simulation			
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 fron 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.				
	goals. This trait is characterized by: suggesting	ty to set specific goals and work hard to achieve these the best solution for customer needs; being able to der/sale; and continuing to try if not successful the first			



Example Question





Example Report

Recruiter Report : Phone Banker - Short Form

PREVISOR.

Applicant Information Name:

Application Date: Tue Mar 24 18:01:00 EDT 2009

Applicant ID:3387

Session ID:02560603302718

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	83				+	

Detailed Results

		Low	Medium	High
	Percentile	30	7(0 100
Navigation	69			•
Service Orientation	70			•
Tactful Problem Solving	68		•	
Data Entry Speed	82			♦
Data Entry Accuracy	75			♦
Contact Center Retention	48		+	
Persistence	49		•	

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 will usually be able to navigate and find information using multiple systems. At times, he/she may have difficulty detecting specific information that is needed and may work more slowly when navigating than others.