

# CALL CENTER TESTS SCORING

## Audio Customer Service Scenarios

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Score	Rating
0-2	Needs Training
2.5	Basic
3-4	Intermediate
4.5-5	Advanced

## Audio Sales Scenarios

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Score	Rating
0-2	Needs Training
2.5	Basic
3-4	Intermediate
4.5-5	Advanced

## Audio Data Entry

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Percentile	Net Typing Speed	Rating
Below 40	0-3975	Needs Training
40-65	3976-5738	Basic
66-89	5739-6619	Intermediate
90+	6620+	Advanced

## Call Center - Coding

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Accuracy %	# Correct	Rating
0-45%	0-11	Needs Training
46-100%	12-24	Meets Expectations

## Call Center – Data Analysis

Accuracy %	# Correct	Rating
0-80%	10-16	Needs Training
81-100%	17-20	Meets Expectations

## Call Center - Sales

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Accuracy %	# Correct	Rating
0-52%	0-14	Needs Training
53-100%	15-26	Meets Expectations

## Call Center - Service

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Accuracy %	# Correct	Rating
0-59%	0-9	Needs Training
60-100%	10-16	Meets Expectations

## Call Center - Telephone Skills

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Accuracy %	# Correct	Rating
0-78%	0-23	Needs Training
79-100%	24-30	Meets Expectations

## Data Entry – Sales (Leads)

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Net Typing Speed	Rating
0-4799	Needs Training
4800+	Meets Expectations

## Data Entry – Sales (Orders)

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Net Typing Speed	Rating
0-4499	Needs Training
4500+	Meets Expectations

## Postal Codes

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Accuracy %	# Correct	Rating
0-64%	0-26	Needs Training
65-100%	27-40	Meets Expectations

## Postal Codes - Audio

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Accuracy %	# Correct	Rating
0-49%	0-17	Needs Training
50-100%	18-25	Meets Expectations

## Spelling - Audio

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Accuracy %	# Correct	Rating
0-65%	0-20	Needs Training
66-100%	21-30	Meets Expectations

## Spelling - Geography

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Accuracy %	# Correct	Rating
0-83%	0-33	Needs Training
84-100%	34-40	Meets Expectations

## **Spelling – International Geography (Audio)**

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<b>Accuracy %</b>	<b># Correct</b>	<b>Rating</b>
0-81%	0-32	Needs Training
82-100%	33-40	Meets Expectations

## **Spelling – US Geography (Audio)**

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<b>Accuracy %</b>	<b># Correct</b>	<b>Rating</b>
0-81%	0-32	Needs Training
82-100%	33-40	Meets Expectations