Contact Centre Agent Short Form

Assessment Fact Sheet

Overview

The Contact Centre - Agent solution is an assessment used for job candidates applying to entry-level positions in a contact centre environment where the main focus of the job is customer service. Sample tasks for these jobs include, but are not limited to: interacting with customers on the phone 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: Call Centre Representative, Contact Centre Agent, Customer Service Agent, and Customer Service Representative.

Job Level	Entry-level
Job Family/Title	Contact Centre

Details

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 centre 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, apologising 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.

Contact Centre Retention: This measures a candidate's background, experiences, attitudes, judgments, and opinions that are associated with increased job tenure in entry-level contact centre positions. This is reported as a separate score on the score report and is not included in the Overall Score.

Example Questions

Sound Controls
Replay Last Sound | Volume

QueueTek Agent Software

Answer Call ☎   Transfer Call to Supervisor 👤

Reliable Insurance | Access Wireless | Freedom Card | ✈ TravelNet

TravelNet

Bookings by Traveler
Airfares
Cars
Hotels
Packages

Find Rental Vehicle :

Type of Vehicle [SUV]   Model [Full-Sized SUV]   [Search]

Selected Vehicle :	SUV / Full-Sized
Daily rate :	$200.00
Seating capacity :	6 people
Standard features :	Air conditioning
	Automatic transmission
	Oversized trunk
	Luggage rack
Optional features :	Infant/toddler car seats (no extra charge)
	GPS navigation system ($20.00 a day)

Select Your Response

The full-sized SUV with four doors seats 6 and has other great features.

The SUV meets your requirements; are there specific features of the SUV that you'd like to hear about?

The full-sized SUV with four doors seats 6, has an oversized trunk, air conditioning, a luggage rack as well as automatic transmission.

[Submit]

QueueTek Agent Software | E-Mail | P Policies

PREVISOR
Time Remaining: 1h : 2m : 52s
▶ Next
Question 8 of 8
⊘ Exit
POWERED BY PREVISOR

Example Reports

Recruiter Report : Contact Center – Agent - Short Form

PREVISOR

**Applicant Information**

Name: CCSuite Tester
Application Date: Wed Apr 29 14:05:00 EDT 2009
Applicant ID: 3427
Session ID: 83220627285472

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

		Low	Medium	High
	Percentile	30	70	100
Recommended ✓				
Overall Score	96			◆
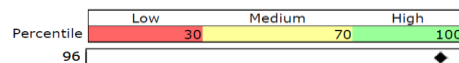
Detailed Results

		Low	Medium	High
	Percentile	30	70	100
Navigation	97			◆
Service Orientation	30	◆		
Tactful Problem Solving	86			◆
Data Entry Speed	99			◆
Data Entry Accuracy	55		◆	
Achievement Orientation	35		◆	
Contact Center Retention	10	◆		

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

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