

Score Reports

Untitled Document

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Test Title: CCS Customer Service A  
ID: 234234  
Date: 23:58, 20120928  
Time Taken: 5

This score indicates that the test taker is a moderate fit for a call center customer service role. Individual competency scores should be reviewed against the specific job qualifications and business requirements to ensure effective decision making.

The overall assessment score is a combination of scores from each of the competency scales in this assessment, as determined by the weighting schema. This overall score provides an indication of an individual's overall ability and fit for the target role.

COMPETENCY SCORES

Customer Service

- Customer Service Ability includes the following measurement criteria:
- Establishing Rapport – uses appropriate opening and closings
  - Demonstrating Empathy – demonstrates understanding of customers and their issues
  - Demonstrates Resilience – uses appropriate tact in dealing with angry customers
  - Communicating Effectively – uses appropriate tone when communicating

Adherence

- Rules Adherence includes the following measurement criteria:
- Providing Accurate Information – attends to details and provides accurate information
  - Following Policies and Procedures – follows guidelines, processes
  - Attention to Detail – verifies information and accurately takes action

Multitasking

Multitasking Ability is measured by the individual's ability to managing distraction and effectively access information. It includes the time to respond to distraction, the appropriateness of the response, and the correctness of the information accessed.

Keyboarding

Keyboarding effectiveness is measured by a combination of speed and accuracy. It includes the time to complete customer information fields based on customer interaction, and the number of errors submitted in the customer information data entry fields.

Call Management

Call Management Ability is measured by the amount of time required to complete each customer interaction and the total amount of time spent in each scenario.

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