

## Candidate Information

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**Assessment Profile:**

**Project Name:** Customer Service Phone Solutionuke

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**Disclaimer :**


Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorised individuals. You must not rely on the information in the report as an alternative to certain advice from an appropriately qualified professional. If you have any specific questions about any specific matter you should consult an appropriately qualified professional.




## Customer Service Phone Solution - UKE



### Instructions


This report is designed to give you information about your relative strengths and weaknesses on the competencies known to be important for success in this type of job. In addition, the report provides valuable on-the-job tips and suggestions to help you excel in the workplace.

## Details

<p>Accurate Typing</p>	<p>This measures the ability to accurately enter and process information into data entry fields while listening to the customer and to type quickly and accurately, including proper spelling and punctuation.</p>
	<p><b>This score suggests you may be more likely than others to make spelling and punctuation errors when typing and recording information into data entry fields while listening to the customer. You may type more slowly than others or take more time to correct typing mistakes.</b></p> <ul style="list-style-type: none"> <li>• Practise typing passages repeatedly to improve accuracy. Find resources online to practise your typing skills, or consider enrolling in a typing, data entry or clerical skills class to improve your typing accuracy. Focus on accuracy over speed and familiarise yourself with the keyboard so that you can reach a point where you can type without looking at the keys.</li> <li>• Consider whether you need to make adjustments to your work environment (for example, by adjusting your computer screen or keyboard) to improve your typing accuracy and speed.</li> </ul>

<p>Attentiveness</p>	<p>This measures the ability to respond quickly to incoming calls, listen effectively to minimise the need for the customer to repeat information, and resolve calls in a timely manner.</p>
	<p><b>This score suggests that you may take more time than others to respond to incoming calls and resolve customer issues. When listening to customers, you may be more likely than others to ask a customer to repeat information.</b></p> <ul style="list-style-type: none"> <li>• Try to minimise distractions, and focus all of your attention on what the customer is saying, regardless of your personal opinion on the issue. Focus on their words rather than thinking about how you will respond.</li> <li>• When reviewing company policies and systems try to focus on the most relevant sections first so you are able to work more quickly to resolve a customer's problem.</li> </ul>
<p>Issue Resolution</p>	<p>This measures the tendency to engage in behaviours that guide the customer toward issue resolution. This includes identifying customer needs, educating the customer, offering mutually acceptable solutions, ensuring issue resolution, and anticipating future issues.</p>
	<p><b>This score suggests that you tend to accept the customer's stated problem at face value or may make assumptions without gathering additional information to better understand the problem. You may offer solutions that either do not completely meet the customer's need or may be inconsistent with company policies or procedures.</b></p> <ul style="list-style-type: none"> <li>• Ask probing questions about the problem and use available resources to find additional information to better understand customer issues.</li> <li>• When making recommendations or providing solutions, review relevant company policies or procedures to ensure the solution is mutually beneficial for meeting the customer's need and the company's requirements. Confirm with the customer that the solution meets the need.</li> <li>• Identify available alternative options to meet customer needs and understand the benefits and risks of each option so that you can educate the customer.</li> </ul>
<p>Navigation</p>	<p>This measures the ability to assist the customer by navigating quickly and accurately within a realistic simulated contact centre environment.</p>
	<p><b>This score suggests that you may take longer than others to navigate within multiple menus in a contact centre environment. You may make multiple navigation attempts before determining which menu contains the information needed to address customer issues.</b></p> <ul style="list-style-type: none"> <li>• Try enrolling in basic computer skills and Internet usage classes.</li> <li>• Become comfortable searching for information on the Internet. Navigate to company websites, think about questions a customer might have and search various menus to practise finding information to answer those questions. Keep practising until you can consistently find the answer on the first attempt.</li> </ul>

Service Orientation	This measures the tendency to engage in behaviours such as taking ownership of customer issues, advocating for the customer and engaging the customer using appropriate tone, positive language, sensitivity and respect.
	<p><b>This score suggests that you may be less likely than others to show enthusiasm or set an appropriate tone when working with customers. You may attempt to address issues without engaging customers to make them feel supported and assuring them that their issue will be resolved. In doing so, at times you may be perceived as unwilling or uninterested in assisting the customer.</b></p> <ul style="list-style-type: none"> <li>• <b>Set a positive tone for every call with a sincere and friendly greeting.</b></li> <li>• <b>Take responsibility for the customer's situation, even if it was caused by others. Avoid using language that suggests you may be unsure of your abilities to meet the customer's needs.</b></li> <li>• <b>Identify customer situations that tend to frustrate you and learn positive ways of dealing with those issues. Try to use positive language to reframe negative thoughts about challenges or unfavourable circumstances.</b></li> </ul>
Achievement	This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterised by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.
	<p><b>You may not be likely to be motivated to set aggressive goals for yourself, and you may not crave the opportunity to work through challenging obstacles. You are likely to be content to work at your own pace, and you may become frustrated by others who impose intense time pressure on tasks or projects. You may not be drawn to competition in your work and you may tend to avoid working with those who thrive in such an environment.</b></p> <ul style="list-style-type: none"> <li>• <b>Jot down 2-3 priorities each morning that, if accomplished, would affect the organisation in a positive way. Check this list periodically throughout the day and take appropriate breaks after accomplishing each one.</b></li> <li>• <b>Consider how delays in your work might affect others' success and do what you can to avoid causing challenges for your co-workers and managers.</b></li> <li>• <b>Make a list of the work that you expect to accomplish each week. List the required activities and the estimated time required. Then prioritise the tasks and start on the important tasks first.</b></li> <li>• <b>Identify a mentor who can offer encouragement and guidance to help you overcome obstacles. Share goals and concerns with your mentor and ask him/her to provide some accountability for your work.</b></li> <li>• <b>Identify one task each month that will require extra effort to accomplish, encouraging you to push yourself in reaching goals. Then, evaluate your misses and celebrate your successes.</b></li> <li>• <b>Reward yourself for accomplishing smaller tasks on the way to reaching larger goals. Recognise how your effort led to each accomplishment and set high standards for your work.</b></li> <li>• <b>Seek help in understanding the priority of tasks before beginning a project. Do not rely on your interest level alone to determine which tasks to approach first.</b></li> <li>• <b>Take note of the achievements of high performers in your organisation and compare their level of effort to yours. Consider refocusing your efforts, where appropriate, to achieve similar success.</b></li> </ul>

Learning Potential	<p>This is a measure of the potential for success in jobs across industry type and functional area. Candidates' responses to questions regarding developmental influences, educational and work history, and related values and attitudes are compared with response profiles from successful employees. These items are significantly related to a traditional cognitive test of learning ability.</p>
	<p><b>Your responses regarding education and work-related experiences are similar to those with average learning ability. You should be able to learn work-related tasks, processes, and procedures during the allotted training period. You are likely to perform simple numerical calculations with ease, but may require assistance when dealing with more complex problems.</b></p> <ul style="list-style-type: none"><li>• <b>Be sure to ask questions when you are unclear on something.</b></li><li>• <b>Set extra time aside for learning particularly difficult procedures and processes. Practise these when you have time available.</b></li><li>• <b>When solving complex problems, list the pros and cons of each of your solutions.</b></li><li>• <b>Read through training material more than once to be sure that you have not missed anything.</b></li><li>• <b>After learning new work procedures and processes, try writing a short summary of what you have learned.</b></li></ul>