

### Overview

Simulation based test that measures the ability to handle customer concerns over a call by referring to standard process documents. It also measures typing and documentation skills.

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<b>Relevant Job Roles</b>	Customer Service Representative, Receptionist and Information Clerk, Administrative Assistant, Tech Support Executive, Telecaller
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### Details

<b>Language</b>	English (US)
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<b>Average Testing Time (minutes)</b>	15 minutes
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<b>Allowed Time (minutes)</b>	20 minutes
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<b>Maximum Number of Questions</b>	02 questions
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<b>Number of Sittings</b>	One
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<b>Test Type</b>	Simulation
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<b>Sector</b>	Contact Center
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<b>Scores Reported</b>	<ul style="list-style-type: none"><li>• Overall Score</li><li>• Customer Centricity</li><li>• Process Adherence</li><li>• Navigation Skills</li><li>• Documentation Skills</li><li>• Typing Skills</li></ul>
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<b>O*NET Competency</b>	Customer and Personal Service
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### Knowledge, Skills, Abilities And Competencies Measured

The following areas are covered:

- Manage customer interactions over call
- Respond to customer queries, requests and complaints
- Read and understand standard process guidelines
- Use CRM to access customer database
- Document the details of the conversation