

# Contact Center 8.0 – Customer Service

## Assessment Fact Sheet

### Overview

The **Contact Center 8.0 – Customer Service JFA** is designed for entry-level positions in a contact center environment where the main focus is customer service.

Sample tasks for these jobs include:

- Verifying the customer or account;
- Taking ownership of customer issues;
- Interacting with customers to provide information;
- Responding positively to difficult, irate, or confused customers;
- Listening attentively to callers; and
- Reviewing account details and standard policies to assist customers;

Potential job titles that use this JFA include:

- Call center representative,
- Contact center representative,
- Contact center agent,
- Customer service agent,
- Customer service representative, and
- Customer advocate.

This JFA includes the CCSims Customer Service MMSJT, which is a mobile-friendly simulation administered as a multimedia situational judgment test. The MMSJT includes scenarios (call types) that involve providing assistance with a customer’s online account, and responding to a request to cancel a service. The MMSJT is not offered as a standalone assessment; as part of the JFA, the MMSJT is paired with a behavioral assessment that covers additional customer service competencies.

Job Level.....Entry Level  
Job Family/Title.....Contact Center

### Details

Average Testing Time (minutes) .....31 Minutes  
Number of Sitzings ..... One  
Designed for Unproctored Environment..... Yes  
Question Format..... Multimedia SJT, Forced-Choice

## Knowledge, Skills, Abilities and Competencies Measured

**Service Orientation:** Engages in behaviors such as taking ownership of customer issues, advocating for the customer, and engaging the customer using appropriate tone, positive language, sensitivity, and respect.

**Issue Resolution:** Engages in behaviors 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.

**Understands Others:** Observes and analyzes behavior to understand others' reactions and perspectives.

**Listens Attentively:** Listens patiently and attentively.

**Acts Ethically:** Upholds certain behavioral standards regardless of external pressure or competing agendas.

**Creates a Positive Impression:** Manages own behavior to create a positive impression.

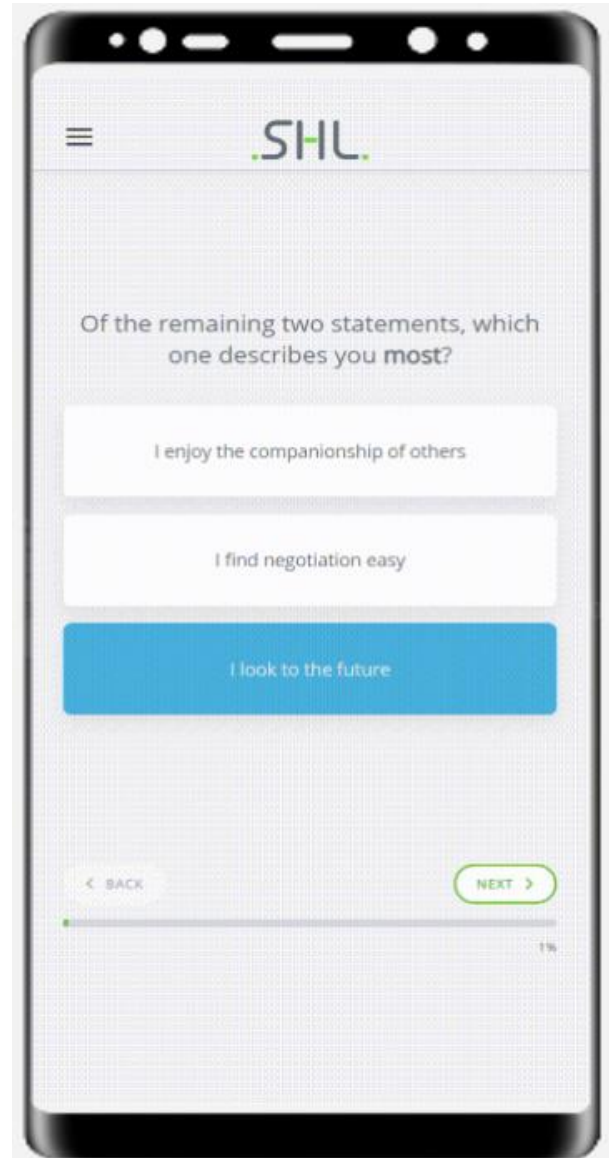
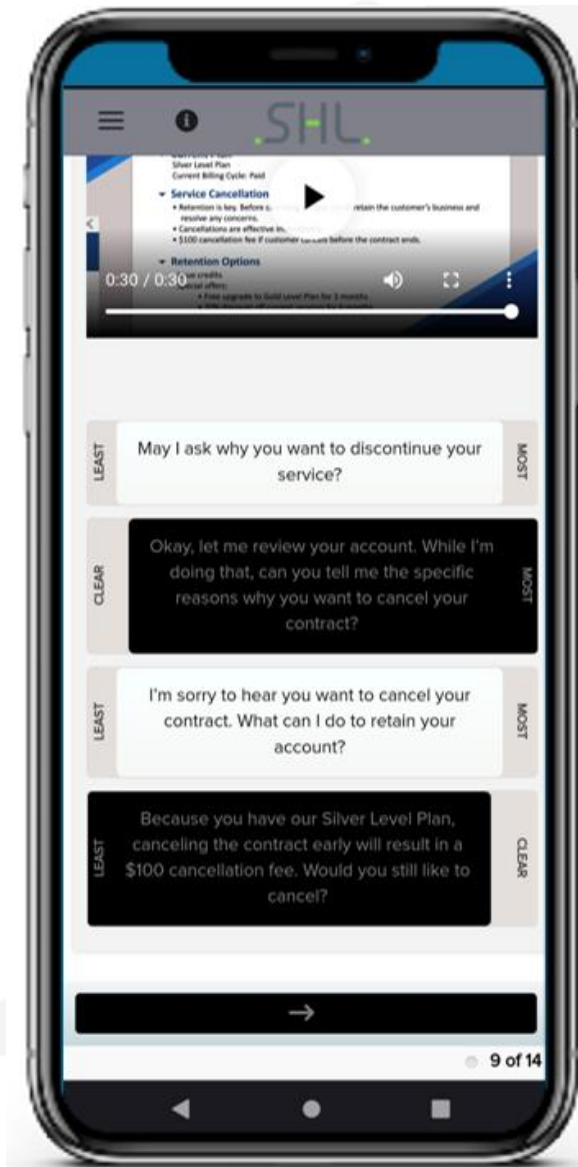
**Analyzes Information:** Identifies key factors and integrates information to understand data or situations.

**Learns Quickly:** Picks up new information and techniques easily.

**Works to High Quality Standards:** Completes every task with a high degree of quality.

**Adapts to Cultural Differences:** Is interested in and relates well with people from different cultures.

## Example Questions



## Example Reports

## Customer Service + Candidate Report

**Candidate name:**

Sample Candidate

**Disclaimer**

Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorized 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.

**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.

## Customer Service + Detailed Report

**Candidate name:**

Sample Candidate



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# Customer Service + Interview Report

## Candidate name:

Sample Candidate



**Percentile: 1%**

 Not Recommended

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