

Contact Center 8.0 – Sales & Service

Assessment Fact Sheet

Overview

The **Contact Center 8.0 – Sales & Service JFA** is designed for contact center roles that involve sales or sales-related behaviors such as recommending products or services and retaining customers.

Sample tasks for these jobs include:

- Interacting with customers on the phone to sell a product/service;
- Adding new or upgraded products or services;
- Extending promotional or retention offers;
- Responding appropriately to customer objections; and
- Reviewing account details and standard policies to assist customers;

Potential job titles that use this JFA include:

- Telesales representative,
- Outbound sales representative,
- Telemarketer, and
- Contact center representative.

This JFA includes the CCSims Sales & Service MMSJT, which is a mobile-friendly simulation administered as a multimedia situational judgment test. The MMSJT includes scenarios that allow the expression of sales-related behaviors, such as responding to customer objections, or noting the benefits of an offer or course of action. 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 sales and service competencies.

Job Level..... Entry Level

Job Family/Title..... Contact Center

Details

Average Testing Time (minutes) 31 Minutes

Number of Sittings 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.

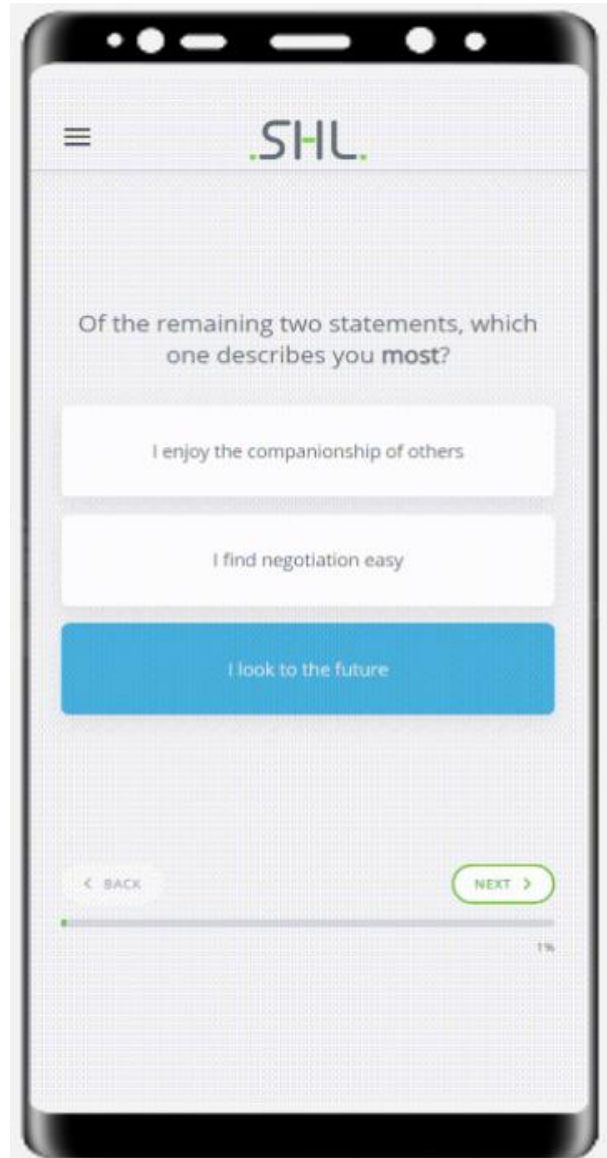
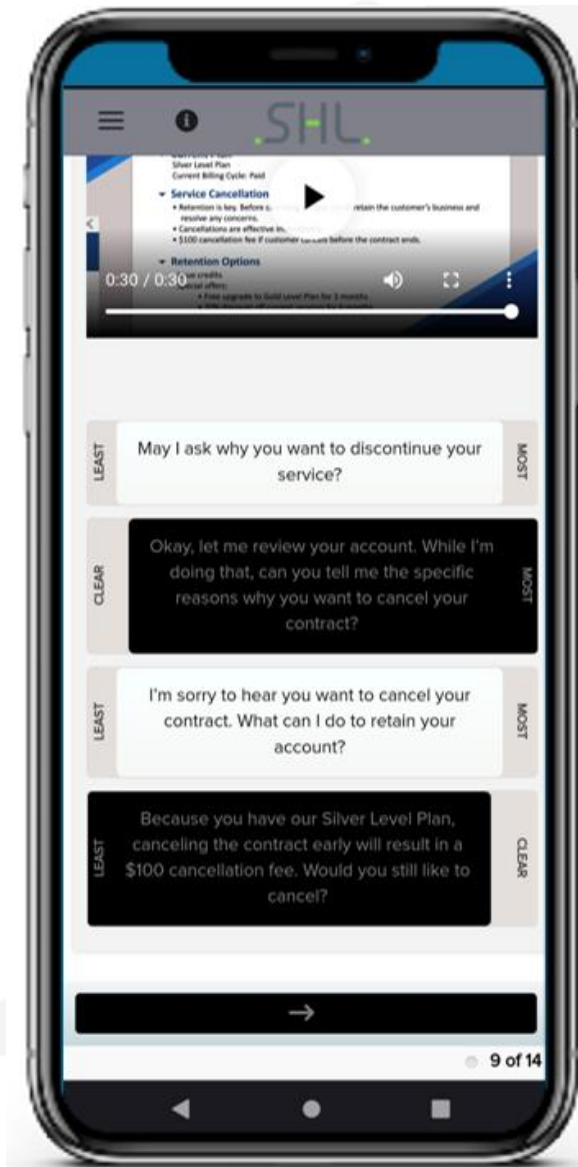
Adapts to Cultural Differences: Is interested in and relates well with people from different cultures.

Adapts Interpersonal Style: Adjusts their approach and behavior to deal more effectively with others.

Persuades Others: Considers, adapts and applies different strategies in order to convince others to change their opinion or behavior.

Copes with Setbacks and Criticism: Stays positive when facing difficulties and does not dwell on negative events.

Example Questions



Example Reports

Sales & 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.

The score that you receive describes how your responses compared against our database of responses consisting of your peers. The assessment that you have taken has been scientifically validated by up to 30 years of statistical data collection and analysis. People who score higher on the dimensions tend to perform better on the job in the key areas outlined in the report.

Sales & Service + Detailed Report

Candidate name:

Sample Candidate



Percentile: 96%



Recommended

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Sales & Service + Interview Report

Candidate name:

Sample Candidate



Percentile: 96%

 Recommended

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