

Conversational Multichat Simulation

Assessment Fact Sheet

Overview

Simulation-based test that measures the ability to handle customer concerns over multiple chats by referring to standard process documents. It provides an open-ended chat environment that assesses the candidate's skills in a real job setting. Candidates are scored based on whether they resolved the customer's query, the amount of time taken, and the correct use of vocabulary and grammar in their response.

Relevant job roles include: Customer Service Representative, Receptionist and Information Clerk, Administrative Assistant, Tech Support Executive, Chat Executive

Job Level.....Entry Level

Job Family/Title Contact Center, Customer Service

Details

Platform.....TalentCentral+

Average Testing Time (minutes) 11 minutes

Maximum Allowed Time (minutes).....25 minutes

Maximum Number of Chat Tasks.....2

Designed for Unproctored Environment.....Yes

Question Format.....Simulation

Knowledge, Skills, Abilities and Competencies Measured

Scores reported: Overall Score, Grammar & Spelling, Customer Issue Resolution, Courtesy, Multitasking, Responsiveness.

O*NET Competency: Customer and Personal Service.

The following **skills areas** are covered:

- Manage multiple customers over chat simultaneously
- 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.

Example Questions

SHL

22 : 12

Help Accessibility Exit

Guidelines Database Search Process Request

Lost credit card >

Debit card replacement >

New credit card >

Card spending limit enhancement >

Based on the customer's conversation, select the relevant "Guidelines Document" from the given list.

Chat 1 Chat 2

Hi! Good Morning.

Hello, Good morning.

Good Morning, I lost my credit card. I want to get it blocked.

How can I help you?

My credit card is lost. Help me in blocking it.

Hi, are you there?

So sorry to hear that

SEND