# 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.

SHL.

# Example Questions