

## Candidate Information

**Candidate :** Mr Sample Candidate

**Email :** SampleCandidate05.12@shl.com

**Assessment Profile:**

**Project Name:** Customer service phone Simulation - UKE

**Completion Date:** 05-12-2022

**Disclaimer :**

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

## Customer Service Phone Simulation - UKE

### 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.



## Details


### Accurate Typing

This measures the ability to accurately enter and process information into data entry fields while listening to the customer and to type quickly and accurately, including proper spelling and punctuation.

**This score suggests you may be more likely than others to make spelling and punctuation errors when typing and recording information into data entry fields while listening to the customer. You may type more slowly than others or take more time to correct typing mistakes.**

- **Practise typing passages repeatedly to improve accuracy. Find resources online to practise your typing skills, or consider enrolling in a typing, data entry or clerical skills class to improve your typing accuracy. Focus on accuracy over speed and familiarise yourself with the keyboard so that you can reach a point where you can type without looking at the keys.**
- **Consider whether you need to make adjustments to your work environment (for example, by adjusting your computer screen or keyboard) to improve your typing accuracy and speed.**

<p>Attentiveness</p>	<p>This measures the ability to respond quickly to incoming calls, listen effectively to minimise the need for the customer to repeat information, and resolve calls in a timely manner.</p>
	<p><b>This score suggests that you may take more time than others to respond to incoming calls and resolve customer issues. When listening to customers, you may be more likely than others to ask a customer to repeat information.</b></p> <ul style="list-style-type: none"> <li>• <b>Try to minimise distractions, and focus all of your attention on what the customer is saying, regardless of your personal opinion on the issue. Focus on their words rather than thinking about how you will respond.</b></li> <li>• <b>When reviewing company policies and systems try to focus on the most relevant sections first so you are able to work more quickly to resolve a customer's problem.</b></li> </ul>
<p>Issue Resolution</p>	<p>This measures the tendency to engage in behaviours 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.</p>
	<p><b>This score suggests that you generally gather some of the information needed to solve a customer's stated problem, but may not always identify underlying causes. You typically explain options to the customer and usually offer solutions that are consistent with company policies and procedures. You are likely to confirm the current issue was resolved but may fail to anticipate likely future issues.</b></p> <ul style="list-style-type: none"> <li>• <b>Learn how to ask the right questions to uncover underlying reasons for problems and potential solutions.</b></li> <li>• <b>Think about the most common customer situations. Create a list of related issues that tend to occur with customers in these situations and brainstorm solutions.</b></li> <li>• <b>When someone presents a problem to you, take a broader view of the situation to think of future related issues they may encounter. Think of ways you can proactively address those issues along with the current issue.</b></li> </ul>
<p>Navigation</p>	<p>This measures the ability to assist the customer by navigating quickly and accurately within a realistic simulated contact centre environment.</p>
	<p><b>This score suggests that you will usually be able to navigate and find information using multiple menus, but at times may have difficulty. You may work more slowly than others when navigating through multiple menus, especially in complicated situations.</b></p> <ul style="list-style-type: none"> <li>• <b>Learn how to navigate through the websites of companies in various industries. Try to quickly obtain as much information from the website as you can.</b></li> <li>• <b>Learn about different Internet browsers and computer programs to become more comfortable with looking for information in different formats.</b></li> </ul>

Service Orientation	This measures the tendency to engage in behaviours such as taking ownership of customer issues, advocating for the customer and engaging the customer using appropriate tone, positive language, sensitivity and respect.
	<p><b>This score suggests that you are likely to demonstrate a genuine interest in assisting customers. You will likely remain courteous and patient with customers, even in difficult situations. You tend to communicate in a way that engages customers, making them feel supported and appreciated.</b></p> <ul style="list-style-type: none"><li>• <b>Think about the most challenging situations you've experienced working with difficult customers. Brainstorm different ways you can engage customers to make them feel comfortable and practise these new approaches the next time you are in a difficult situation.</b></li><li>• <b>Practise putting a positive spin on solutions that customers may find less appealing.</b></li><li>• <b>Foster an environment of positive communication in your workplace. Volunteer to share your techniques for communicating with difficult or demanding customers with your colleagues who are less experienced or who have difficulty staying positive in these situations.</b></li></ul>