

Candidate Information

Candidate : Miss Sample Candidate

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Assessment Profile:

Project Name: Customer service phone Solution - UKE

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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 Solution - 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 that you typically type accurately, but at times may make errors in spelling and punctuation when entering information provided by a customer. You will likely be able to accurately enter information most of the time, but may have difficulty in times when the task is more challenging.




- Use online typing skills resources or enrol in an intermediate to advanced typing, data entry or clerical skills class to improve your typing speed and accuracy. After mastering accuracy, begin to focus on improving speed.
- Practise entering data into forms. Then focus on your entry errors to identify weaknesses and improve speed and accuracy.



Attentiveness

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.

This score suggests that you are generally able to work efficiently and listen carefully to customers, but you may occasionally ask the customer to repeat information. You are likely to respond reasonably quickly to incoming calls and generally resolve issues in a timely manner.

- Practise active listening techniques such as taking notes while others are talking or repeating key points to summarise what they said.
- Remain aware of the time it takes you to resolve customer issues. Challenge yourself to work quickly while listening carefully.

Issue Resolution	<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>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.</p> <ul style="list-style-type: none"> • Learn how to ask the right questions to uncover underlying reasons for problems and potential solutions. • 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. • 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.
Navigation	<p>This measures the ability to assist the customer by navigating quickly and accurately within a realistic simulated contact centre environment.</p>
	<p>This score suggests that you may take longer than others to navigate within multiple menus in a contact centre environment. You may make multiple navigation attempts before determining which menu contains the information needed to address customer issues.</p> <ul style="list-style-type: none"> • Try enrolling in basic computer skills and Internet usage classes. • Become comfortable searching for information on the Internet. Navigate to company websites, think about questions a customer might have and search various menus to practise finding information to answer those questions. Keep practising until you can consistently find the answer on the first attempt.
Service Orientation	<p>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>
	<p>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.</p> <ul style="list-style-type: none"> • 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. • Practise putting a positive spin on solutions that customers may find less appealing. • 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.

Achievement	<p>This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterised by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.</p>
	<p>You may not be likely to be motivated to set aggressive goals for yourself, and you may not crave the opportunity to work through challenging obstacles. You are likely to be content to work at your own pace, and you may become frustrated by others who impose intense time pressure on tasks or projects. You may not be drawn to competition in your work and you may tend to avoid working with those who thrive in such an environment.</p> <ul style="list-style-type: none"> • Jot down 2-3 priorities each morning that, if accomplished, would affect the organisation in a positive way. Check this list periodically throughout the day and take appropriate breaks after accomplishing each one. • Consider how delays in your work might affect others' success and do what you can to avoid causing challenges for your co-workers and managers. • Make a list of the work that you expect to accomplish each week. List the required activities and the estimated time required. Then prioritise the tasks and start on the important tasks first. • Identify a mentor who can offer encouragement and guidance to help you overcome obstacles. Share goals and concerns with your mentor and ask him/her to provide some accountability for your work. • Identify one task each month that will require extra effort to accomplish, encouraging you to push yourself in reaching goals. Then, evaluate your misses and celebrate your successes. • Reward yourself for accomplishing smaller tasks on the way to reaching larger goals. Recognise how your effort led to each accomplishment and set high standards for your work. • Seek help in understanding the priority of tasks before beginning a project. Do not rely on your interest level alone to determine which tasks to approach first. • Take note of the achievements of high performers in your organisation and compare their level of effort to yours. Consider refocusing your efforts, where appropriate, to achieve similar success.
Learning Potential	<p>This is a measure of the potential for success in jobs across industry type and functional area. Candidates' responses to questions regarding developmental influences, educational and work history, and related values and attitudes are compared with response profiles from successful employees. These items are significantly related to a traditional cognitive test of learning ability.</p>
	<p>Your responses regarding education and work-related experiences are similar to those with average learning ability. You should be able to learn work-related tasks, processes, and procedures during the allotted training period. You are likely to perform simple numerical calculations with ease, but may require assistance when dealing with more complex problems.</p> <ul style="list-style-type: none"> • Be sure to ask questions when you are unclear on something. • Set extra time aside for learning particularly difficult procedures and processes. Practise these when you have time available. • When solving complex problems, list the pros and cons of each of your solutions. • Read through training material more than once to be sure that you have not missed anything. • After learning new work procedures and processes, try writing a short summary of what you have learned.