

# Healthcare Call Center Agent – One Sitting

## Assessment Fact Sheet

### Overview

The Healthcare Call Center Agent solution is for entry-level positions in an inbound healthcare call center environment. Sample tasks for this job include, but are not limited to: taking and receiving information from patients over the phone, working between computer screens, and entering information into a computer. Potential job titles that use this solution are: Call Center Representative, Receptionist, and Switchboard Operator.

Job Level	Entry-level
Job Family/Title	Healthcare

### Details

Average Testing Time (minutes)	44 minutes
Maximum Number of Questions	65 items
Number of Sitzings	One
Designed for Unproctored Environment	Yes
Question Format	Simulation, Multiple Choice, Multiple Choice – Adaptive

### Knowledge, Skills, Abilities and Competencies Measured

**Data Entry Speed:** This measures a candidate's ability to listen to and record information received from customers quickly. This is calculated by the number of gross keystrokes per minute typed by an applicant.

**Data Entry Accuracy:** This measures a candidate's ability to listen to and record information received from customers accurately. This is calculated by the following formula:  $\text{Percent Accurate} = \frac{\text{Number of Correct}}{\text{Number of Total}} * 100$ .

**Navigation:** This measures a candidate's interactions within a realistic contact center environment by providing a workspace that simulates multiple customer service-based applications running on a Windows desktop simultaneously.


**Service Orientation:** This measures a candidate's tendency to focus on meeting customers' needs in a simulated telephone call context. This includes the tone and language used to respond to customers' questions, apologizing when appropriate, and providing solutions that directly relate to customers' requests.

**Tactful Problem Solving:** This measures a candidate's tendencies to engage in problem solving with customers in the context of simulated telephone calls. This includes acquiring necessary information from both customers and systems to understand the nature of the problem, working through ambiguity to determine the correct answer, and tactfully explaining the resolution of the situation to customers.

**Professional Potential:** Measures the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

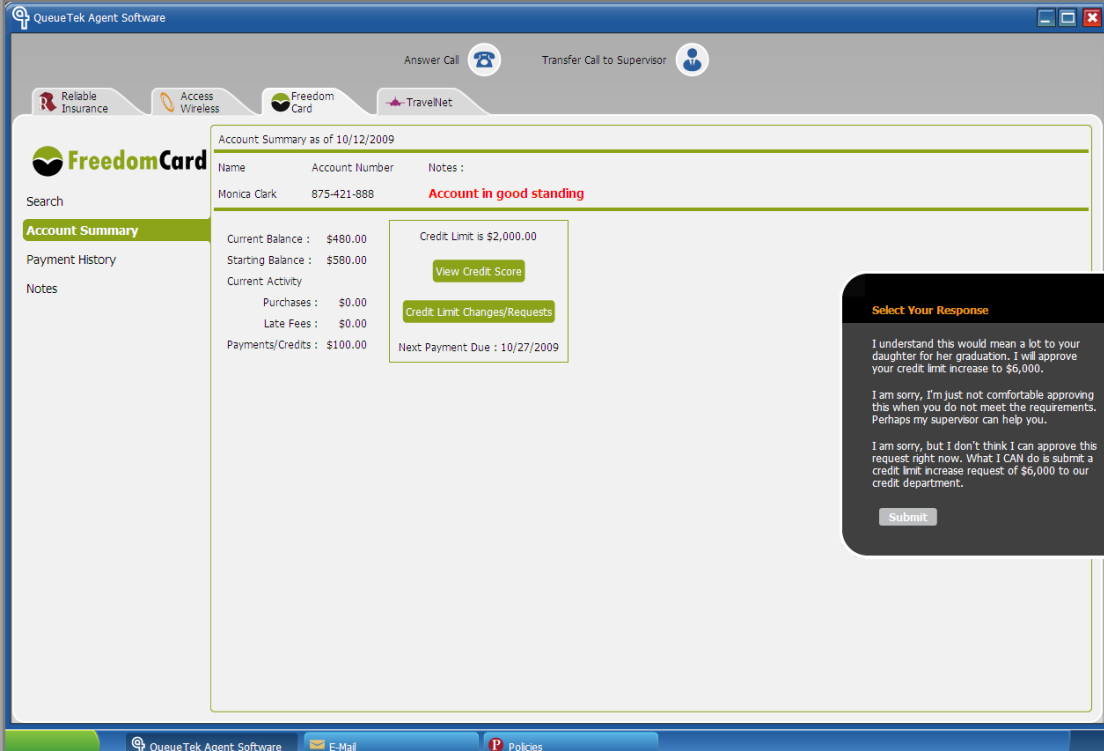
**Contact Center Retention:** This measures a candidate's background, experiences, attitudes, judgments, and opinions that are associated with increased job tenure in entry-level contact center positions.

## Example Questions



If I am uncertain how to handle a patient's needs I:

- a)  use my best judgment.
- b)  ask my supervisor or coworker.
- c)  rely on previous experiences to guide me.
- d)  do what the patient requests.



QueueTek Agent Software

Answer Call | Transfer Call to Supervisor

Reliable Insurance | Access Wireless | Freedom Card | TravellNet

**FreedomCard** Account Summary as of 10/12/2009

Name	Account Number	Notes
Monica Clark	875-421-888	Account in good standing

Search

**Account Summary**

Current Balance : \$480.00 | Credit Limit is \$2,000.00

Starting Balance : \$580.00 | [View Credit Score](#)

Current Activity

Purchases : \$0.00 | [Credit Limit Changes/Requests](#)

Late Fees : \$0.00

Payments/Credits : \$100.00 | Next Payment Due : 10/27/2009

**Select Your Response**

I understand this would mean a lot to your daughter for her graduation. I will approve your credit limit increase to \$6,000.

I am sorry, I'm just not comfortable approving this when you do not meet the requirements. Perhaps my supervisor can help you.

I am sorry, but I don't think I can approve this request right now. What I CAN do is submit a credit limit increase request of \$6,000 to our credit department.

[Submit](#)

QueueTek Agent Software | E-Mail | Policies

The on-the-job help I've gotten from supervisors I've had has been:

- a)  outstanding
- b)  very good
- c)  good
- d)  fair
- e)  poor
- f)  none of my supervisors has really helped me

The least important quality of high performing customer service associates is:

- a)  Kindness
- b)  Persistence
- c)  Self-control
- d)  Problem solving ability

## Example Reports

### Recruiter Report : Healthcare 5.5: Healthcare Call Center Agent - Short Form

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**Applicant Information**

**Name:**  
**Application Date:** Wed Oct 28 14:44:00 EDT 2009  
**Applicant ID:** 12418513  
**Session ID:** 572761421610900021  
 This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.

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**Overall Score**

**Recommended** ✓

	Low	Medium	High
Percentile	30	70	100

**Overall Score** 100 ◆

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**Detailed Results**

	Low	Medium	High
Percentile	30	70	100
<b>Navigation</b>	97	◆	
<b>Service Orientation</b>	44	◆	
<b>Tactful Problem Solving</b>	31	◆	
<b>Data Entry Speed</b>	100	◆	
<b>Data Entry Accuracy</b>	94	◆	
<b>Professional Potential</b>	99	◆	
<b>Contact Center Retention</b>	0	◆	

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**Score Interpretation**

**Navigation**

This measures a candidate's interactions within a realistic contact center environment by providing a workspace that simulates multiple customer service-based applications running on a Windows desktop simultaneously.

The candidate tends to excel in navigating between multiple computer screens to find information. He/she is able to determine which application contains the information needed to solve the customer's problem. Based on this information, the candidate is more likely than others to perform well on the job when navigating through multiple screens.

**Service Orientation**

This measures a candidate's tendency to focus on meeting customers' needs in a simulated telephone call context. This includes the tone and language used to respond to customers' questions, apologizing when appropriate, and providing solutions that directly relate to customers' requests.

The candidate will usually greet customers with enthusiasm and be polite when speaking with customers. At times, the candidate may not have patience with customers and may not offer viable alternatives.