Verify Working with Information

Assessment Fact Sheet

Overview	The Verify Working with Information test measures a candidate's ability to process information. Candidates are given information in different table formats and are asked to use the information provided to answer related questions. Some tables require the candidate to switch between different tabs (see example question).

This type of test is relevant for use where the following tasks are critical aspects of the job:

- Reading information presented in tables and using that information to answer customer queries
- Combining information from different sources to solve problems
- Work quickly and accurately

This class of test is suitable for a wide range of job types but is especially relevant for entry-level contact center roles.

Details		
	Allowed Time (minutes)	10
	Maximum Number of Questions	20
	Number of Sittings	One
	Designed for Unproctored Environment	Yes
	Question Format	Multiple Choice, Dynamic
	Product Category	Ability & Aptitude

Knowledge, Skills, Abilities and Competencies Measured	The Working with Information test is designed to measure the ability to identify and retrieve information, as well as the ability to use that information to solve customer problems. It provides an indication of how an individual will perform when asked to identify, combine, and process information necessary to resolve problems in a timely manner.

Example Question

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QUESTION
On which date did Ada purchase electronics?

INFORMATION

Customer Orders	Product Codes

Name	Ada Jacobs
Address	3153 Summit Park Avenue
Member Since	June 2015

Date	Products Purchased
March 1	OF, HO
May 12	JY
June 3	TY, MM, CL
October 22	MM
November 19	TY, CL, EL, MM

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QUESTION
On which date did Ada purchase electronics?

INFORMATION

Customer Orders	Product Codes

AM	Automotive
BT	Beauty
CL	Clothing
EL	Electronics
FD	Food
HO	Home
JY	Jewelry
MM	Movies/Music
OF	Office
TY	Toys

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OF	Office
TY	Toys

ANSWERS

March 1	○
May 12	○
June 3	○
October 22	○
November 19	○

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