

# Collections Agent – One Sitting

## Assessment Fact Sheet

### Overview

The Collections Agent solution is for entry-level collections positions in an inbound or outbound call center environment in a financial setting. Sample tasks for these jobs include, but are not limited to: monitoring overdue accounts to update status, calling customers with overdue accounts, and persuading customers to pay their overdue accounts.

Job Level	Entry-level
Job Family/Title	Banking

### Details

Average Testing Time	46 Minutes
Number of Sittings	One
Designed for Unproctored Environment	Yes
Question Format	Multiple choice, Simulation

### Knowledge, Skills, Abilities and Competencies Measured

**Persistence:** This is a measure of the tendency to set specific goals and work hard to achieve these goals. This trait is characterized by: suggesting the best solution for customer needs; being able to direct conversations towards a commitment/order/sale; and continuing to try if not successful the first time.

**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.

**Data Entry Speed:** This measures a candidate's ability to listen to and record information received from customers quickly.

**Data Entry Accuracy:** This measures a candidate's ability to listen to and record information received from customers accurately.

## Example Questions

The screenshot shows a QueueTek Agent Software interface. At the top, there are 'Sound Controls' and 'Answer Call' buttons. Below that, there are tabs for 'Reliable Insurance', 'Access Wireless', 'Freedom Card', and 'TravelNet'. The main content area is titled 'Find Rental Vehicle' and includes a search form with 'Type of Vehicle' set to 'SUV' and 'Model' set to 'Full-Size SUV'. Below the search form, there are details for the selected vehicle: 'Selected Vehicle: SUV / Full-Size', 'Daily rate: \$200.00', 'Seating capacity: 6 people', and 'Standard features: Air conditioning, Automatic transmission, Oversized trunk, Luggage rack'. 'Optional features' include 'Infant/toddler car seats (no extra charge)' and 'GPS navigation system (\$20.00 a day)'. On the right side, there is a 'Select Your Response' box with a question about the SUV's features and a 'Submit' button. At the bottom, there is a PreVisor logo, a 'Time Remaining: 1h : 2m : 52s' timer, and 'Question 8 of 8' indicator.

## Example Reports

### Recruiter Report : Collections Agent - Short Form



**Applicant Information**  
**Name:**  
**Application Date:** Wed Mar 25 10:37:00 EDT 2009  
**Applicant ID:** 3387  
**Session ID:** 81307603747403

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.

**Overall Score**

**Recommended** ✓

Percentile	Low	Medium	High
	30	70	100
<b>Overall Score</b>	82		

**Detailed Results**

	Percentile	Low	Medium	High
		30	70	100
<b>Persistence</b>	49			
<b>Navigation</b>	69			
<b>Service Orientation</b>	70			
<b>Tactful Problem Solving</b>	68			
<b>Data Entry Speed</b>	82			
<b>Data Entry Accuracy</b>	75			

**Score Interpretation**

**Persistence**

This is a measure of the tendency to set specific goals and work hard to achieve these goals. This trait is characterized by: suggesting the best solution for customer needs; being able to direct conversations towards a commitment/order/sale; and continuing to try if not successful the first time.

The candidate's response profile is somewhat similar to that of a successful employee in an entry-level sales role. He/she may have a slight tendency to lack the confidence, influence, and persistence required to do well in a sales role. The candidate is likely to be satisfied with average job performance and may not always set the most challenging goals.