

Contact Center – Manager – One Sitting

Assessment Fact Sheet

Overview

The Contact Center - Manager solution is for mid to upper-level contact center managerial positions. Sample tasks for these jobs include, but are not limited to: supervising and coordinating the activities of subordinates; interacting day-to-day with subordinates; and training employees. Potential job titles that use this solution are: Contact Center Team Leader, First Line Supervisor, and Contact Center Manager.

Job Level	Leader
Job Family/Title	Contact Center

Details

Number of Sitzings	One
Designed for Unproctored Environment	Yes
Question Format	Simulation, Dynamic, Multiple choice

Knowledge, Skills, Abilities and Competencies Measured

Problem Solving: This component measures the tendency to efficiently and effectively use numerical and analytical reasoning. This component is characterized by the ability to solve complex problems, identify alternatives, and make reasoned decisions.

Management Potential: This is a measure of the potential for managerial 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.

Achievement: This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.

Flexibility: This component measures the tendency to work effectively despite changes in coworkers, settings, and environment. This trait is expressed as one's desire for variety and flexibility in work, and a comfort level in the midst of changing circumstances.

Confidence and Optimism: This component measures the tendency to have belief in one's own ability to get the job done. This trait supports optimism in the face of rejection and a feeling of being successful and competent in a variety of areas.

Thoroughness: This component measures the tendency to be thorough and precise in approaching work and personal activities. This trait is characterized by: being accurate; finding and correcting errors; and maintaining order in work and personal affairs.

Sense of Duty: This component measures the tendency of a person's tendency to acknowledge and respect authority, and to accept and comply with rules. This trait is demonstrated by: trustworthiness; protecting sensitive or confidential information; following required procedures; and honoring one's commitment to the organization.

Innovation: This component measures the tendency of one's creativity in working through problems and making decisions. This trait is seen as: producing novel solutions to problems; using imagination to create unique ideas or products; and logically applying multiple and inventive strategies when considering alternatives.

Influence: This component measures the tendency of a person's effectiveness in directing and influencing others. This trait is characterized by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.

Independence: This component measures the tendency of a person's willingness to take action and to make decisions independently. This trait is revealed in: working effectively without immediate supervision; not being overly dependent on help from others; and being resourceful in the face of challenges.

Professional Potential: This is a measure of 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.

Example Questions

Price of Item	Percent of Items in Stock		
	Department A	Department B	Department C
\$0 - \$9.99	8%	22%	21%
\$10 - \$49.99	16%	27%	41%
\$50 - \$99.99	33%	19%	16%
\$100 - \$499.99	32%	17%	13%
\$500 and up	11%	15%	9%
Total Items in stock	346	512	296

What is the approximate total percent of items under \$50?

a.) 39%

b.) 42%

c.) 45%

d.) 47%

e.) 50%

Example Reports

Recruiter Report : Contact Center - Manager - Short Form



Applicant Information	
Name:	CCSuite Tester
Application Date:	Wed Apr 29 14:34:00 EDT 2009
Applicant ID:	3427
Session ID:	68535629005320
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							
Not Recommended ✖	Percentile <table border="1"> <tr> <td>Low</td> <td>Medium</td> <td>High</td> </tr> <tr> <td style="background-color: red;">30</td> <td style="background-color: yellow;">70</td> <td style="background-color: green;">100</td> </tr> </table>	Low	Medium	High	30	70	100
Low	Medium	High					
30	70	100					
Overall Score	1						

Detailed Results							
	Percentile <table border="1"> <tr> <td>Low</td> <td>Medium</td> <td>High</td> </tr> <tr> <td style="background-color: red;">30</td> <td style="background-color: yellow;">70</td> <td style="background-color: green;">100</td> </tr> </table>	Low	Medium	High	30	70	100
Low	Medium	High					
30	70	100					
Problem Solving	76						
Management Potential	31						
Achievement	45						
Flexibility	0						
Confidence and Optimism	5						
Thoroughness	39						
Sense of Duty	0						
Innovation	14						
Influence	0						
Independence	30						
Professional Potential	53						

Score Interpretation	
Problem Solving	
This component measures the tendency to efficiently and effectively use numerical and analytical reasoning. This component is characterized by the ability to solve complex problems, identify alternatives, and make reasoned decisions.	
This candidate has above-average skills to efficiently and effectively use numerical and analytical reasoning. The candidate is likely to be able to critically evaluate complex problems, identify their underlying issues or themes, and generate creative and effective solutions to the problems.	