

Candidate Information

Candidate : Mr Ooo Oooo

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Assessment Profile:

Project Name: Testing - CCSims

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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 authorized 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 Simulation


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.


The score that you receive describes how your responses compared against our database of responses consisting of your peers. The assessment that you have taken has been scientifically validated by up to 30 years of statistical data collection and analysis. People who score higher on the dimensions tend to perform better on the job in the key areas outlined in the report.

The developmental tips that you receive are intended to help you improve your skills for each specific competency. All of us, regardless of our scores, can improve our job performance by following appropriate developmental solutions and strategically focusing on areas that may require improvement. A commitment to personal improvement signifies initiative and developmental planning, both of which are important to job performance. Try using this feedback to formulate specific development plans that relate to your work goals and objectives. Don't try to do everything at once, as personal development does not happen overnight. If you score in the 'Red Zone', this may be an area where you want to focus your developmental efforts. Even if you score well it is still important for you to use the developmental tips to leverage your strength in this competency.

Details

<p>Accurate Typing</p>	<p>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.</p>
	<p>This score suggests that you consistently enter information that is free from errors in spelling and punctuation, and are likely to type faster than others. You are likely to accurately record information provided by a customer into data entry fields.</p> <ul style="list-style-type: none"> • Search the Internet for practice drills, forms, and tips to improve your data entry speed and accuracy. • Try to increase your data entry speed and accuracy while doing tasks. Be sure to monitor the number of errors and types of errors that occur, and try to continually minimize these errors.

<p>Attentiveness</p>	<p>This measures the ability to respond quickly to incoming calls, listen effectively to minimize the need for the customer to repeat information, and resolve calls in a timely manner.</p>
	<p>This score suggests that you may take more time than others to respond to incoming calls and resolve customer issues. When listening to customers, you may be more likely than others to ask a customer to repeat information.</p> <ul style="list-style-type: none"> • Try to minimize distractions, and focus all of your attention on what the customer is saying, regardless of your personal opinion on the issue. Focus on their words rather than thinking about how you will respond. • When reviewing company policies and systems try to focus on the most relevant sections first so you are able to work more quickly to resolve a customer's problem.
<p>Issue Resolution</p>	<p>This measures the tendency to engage in behaviors 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 consistently gather the information you need to identify and solve customers' problems. You usually educate customers about options and recommend mutually acceptable solutions to problems. You are likely to anticipate and proactively resolve related issues.</p> <ul style="list-style-type: none"> • Look out for company policy changes, no matter how insignificant they may seem. Think about the implications for common customer issues. • Practice providing clear, straightforward explanations for situations or when providing reasons for choosing a particular option. Try to find the right balance of providing detail to inform the customer or present options without overwhelming them with information. • Identify opportunities to use your strong problem solving skills. Share your knowledge to help others think beyond the current issue to anticipate likely future issues a customer may encounter.
<p>Navigation</p>	<p>This measures the ability to assist the customer by navigating quickly and accurately within a realistic simulated contact center environment.</p>
	<p>You tend to excel in accurately navigating between multiple menus to find information. You are able to rapidly navigate through multiple menus to find the information needed to solve the customer's problem.</p> <ul style="list-style-type: none"> • Open several different programs on a computer and practice increasing the speed at which you can transfer information among programs. • Enhance your navigation skills by searching for information in an unfamiliar system, site, or program.

Service Orientation	This measures the tendency to engage in behaviors such as taking ownership of customer issues, advocating for the customer, and engaging the customer using appropriate tone, positive language, sensitivity, and respect.
	<p>This score suggests that you will usually greet customers with enthusiasm and courtesy. At times, you may not have patience with difficult customers. You may miss opportunities to fully reassure customers that you are willing to help resolve their problems.</p> <ul style="list-style-type: none">• Maintain a positive attitude throughout calls, especially when starting to feel frustrated or impatient.• You tend to possess a genuine desire to help customers, so be sure to exhibit confidence in your ability to do so. This attitude will help to reassure the customer that you are committed to helping them.• Learn how to put yourself in your customer's situation to understand why they might be frustrated or angry. Pay attention to how you typically respond to others when they complain or are upset. Practice communicating sincere empathy and sensitivity in those situations.