

Candidate Information

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Assessment Profile:

Project Name: sim

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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 authorised 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.

Sales & Service Phone Simulation - UKE

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.




Details


Accurate Typing

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.

This score suggests you may be more likely than others to make spelling and punctuation errors when typing and recording information into data entry fields while listening to the customer. You may type more slowly than others or take more time to correct typing mistakes.

- **Practise typing passages repeatedly to improve accuracy. Find resources online to practise your typing skills, or consider enrolling in a typing, data entry or clerical skills class to improve your typing accuracy. Focus on accuracy over speed and familiarise yourself with the keyboard so that you can reach a point where you can type without looking at the keys.**
- **Consider whether you need to make adjustments to your work environment (for example, by adjusting your computer screen or keyboard) to improve your typing accuracy and speed.**

<p>Attentiveness</p>	<p>This measures the ability to respond quickly to incoming calls, listen effectively to minimise 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 minimise 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 behaviours 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 tend to accept the customer's stated problem at face value or may make assumptions without gathering additional information to better understand the problem. You may offer solutions that either do not completely meet the customer's need or may be inconsistent with company policies or procedures.</p> <ul style="list-style-type: none"> • Ask probing questions about the problem and use available resources to find additional information to better understand customer issues. • When making recommendations or providing solutions, review relevant company policies or procedures to ensure the solution is mutually beneficial for meeting the customer's need and the company's requirements. Confirm with the customer that the solution meets the need. • Identify available alternative options to meet customer needs and understand the benefits and risks of each option so that you can educate the customer.
<p>Navigation</p>	<p>This measures the ability to assist the customer by navigating quickly and accurately within a realistic simulated contact centre environment.</p>
	<p>This score suggests that you may take longer than others to navigate within multiple menus in a contact centre environment. You may make multiple navigation attempts before determining which menu contains the information needed to address customer issues.</p> <ul style="list-style-type: none"> • Try enrolling in basic computer skills and Internet usage classes. • Become comfortable searching for information on the Internet. Navigate to company websites, think about questions a customer might have and search various menus to practise finding information to answer those questions. Keep practising until you can consistently find the answer on the first attempt.

Service Orientation	This measures the tendency to engage in behaviours 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 may be less likely than others to show enthusiasm or set an appropriate tone when working with customers. You may attempt to address issues without engaging customers to make them feel supported and assuring them that their issue will be resolved. In doing so, at times you may be perceived as unwilling or uninterested in assisting the customer.</p> <ul style="list-style-type: none">• Set a positive tone for every call with a sincere and friendly greeting.• Take responsibility for the customer's situation, even if it was caused by others. Avoid using language that suggests you may be unsure of your abilities to meet the customer's needs.• Identify customer situations that tend to frustrate you and learn positive ways of dealing with those issues. Try to use positive language to reframe negative thoughts about challenges or unfavourable circumstances.