

# SkillCheck™

## Call Center Assessment Suite

Ensure your call center employees will take care of your customers and represent your brand



With high turnover rates and an extremely fluid applicant population, identifying quality talent in the call center industry can be challenging. The key to improving turnover, driving quality results, and properly representing your brand effectively lies in identifying candidates with the proper skills, knowledge and motivation to succeed.

SkillCheck's Call Center Assessment Suite allows you to quickly and easily assess candidates' knowledge, skills and abilities in a cost-effective way. Our assessments and simulations are specific to the role, providing an environment that is more aligned to working in a call center than just completing a test. This helps ensure you are hiring the right employees who can exceed your customers' expectations.

### Highlights:

- Appropriate for most call center positions such as customer service, outbound and inbound sales, technical support and dispatch coordinators
- Customizable to meet your unique needs
- Each assessment can be taken in under 20 minutes
- Content updated in 2015
- Quick and easy-to-implement assessments
- Appropriate for proctored and unproctored use
- Mobile-enabled

### The solution:

- Call Center-specific assessments are designed to cover all entry-level call center jobs
- The focus is to help companies identify people with the right skills
- Identifies candidates more likely to keep customers happy and loyal
- Highlights specific skill sets such as sales, service, data analysis, and finding information

## Call Center Skill Assessment Series

There are 6 assessments in the Call Center Skill Assessment Series. Each assessment is designed to assess a specific skill within the Call Center environment. With the help of O\*NET job ratings, these assessments were developed to ensure they are valid for entry-level positions in call centers.

### Assessments

### Assessment components

123  
201  
300

#### Coding

- Identify correct numerical codes from a table of names



#### Data analysis

- Understand data in a call center environment
- Cross-reference data tables to answer customer requests



#### Inbound sales

- Understand features and benefits of sales products
- Understand needs and desires of customers
- Implement correct sales tactics
- Know how to close sales



#### Outbound sales

- Formulate a sales strategy
- Know who would make a good prospect
- Understand features and benefits of sales products
- Understand needs and desires of customers
- Know how to close sales
- Devise cold call tactics



#### Service

- Deal with angry or upset customers
- Fix errors in delivery and implementation
- Communicate with customers effectively
- Troubleshoot customer problems



#### Telephone

- Use proper telephone etiquette
- Take and leave messages
- Serve customers over the telephone
- Know how to hold and forward calls

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