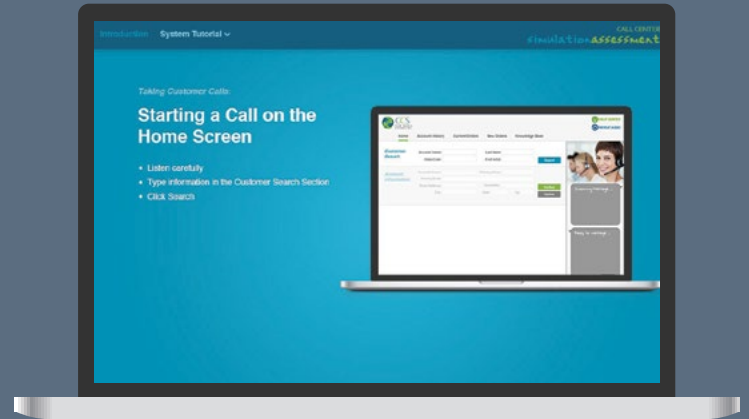# SkillCheck™
Call Center Simulation Series

Ensure your call center employees can effectively represent your brand

The most comprehensive and flexible simulation assessment available for call center roles today.

The SkillCheck Call Center Simulation series is a set of interactive online multimedia tests, featuring 12 individual scenarios, which are unique customer interactions designed to address a variety of the most critical call center situations.

Highlights:

- Great user interface
- Easy and cost effective implementation
- Precise direct multitasking ability measurement
- All Key competencies are measured in one test
- Everyday scenarios can be swapped in and out easily
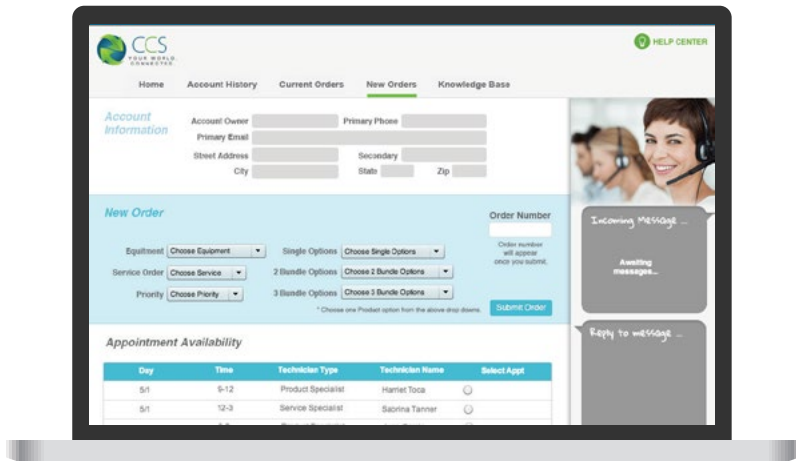- Off-the-shelf versions include customer service, sales & collections

Scales:

- Adherence
- Call Management
- Keyboarding Effectiveness
- Multitasking
- Customer Service
- Sales Effectiveness
- Collections Effectiveness

This is a set of highly realistic and interactive simulation assessments applicable for the major types of call center roles from working with a CRM to effectively multitasking and dealing with a variety of customer situations.

SKILLCHECK
PART OF **Symphony Talent**

Create a new standard

Call center employees are the front–line of determining success or failure of customer interactions. Typically they are the most visible representatives of the organization to the end customers. These tests ensure call center employees possess the relevant skills, abilities and decision making capabilities to perform against organizational goals.
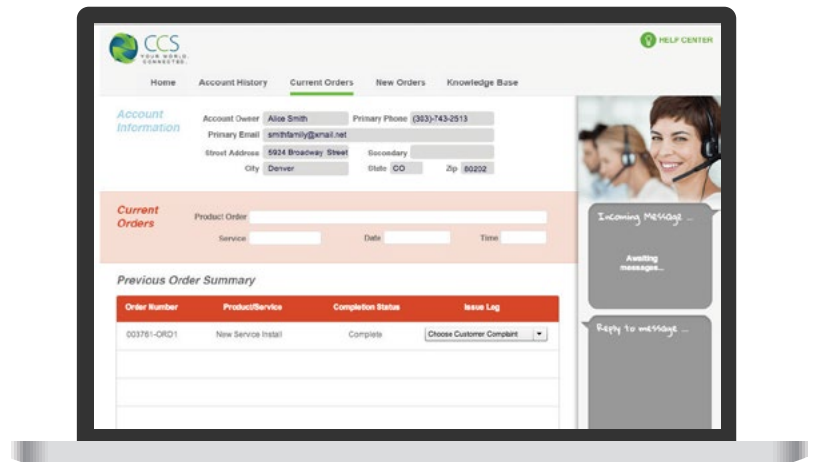

Customizable

Easily configure the simulation scenarios to address the specific needs of your organization. By simply interchanging the scenarios to create a custom configuration, we can create an assessment that is tailored to your organizations specific goals.

Engaging & realistic

Our highly engaging simulation seamlessly measures each of the components in an audio/visual format that feels very job–related, and is based on an environment most can relate to. By utilizing multimedia, and by designing the tests to truly complement your brand, we have created tests that set the tone for a modern online hiring process.

Ask us how the SkillCheck™ Call Center Simulation can work for you.

For additional information:

+1.844.686.9851 · sales@skillcheck.com · www.skillcheck.com

SKILLCHECK
PART OF **Symphony Talent**

19 W 34th Street, Suite 1000, New York, NY 10001