



## CALL CENTRE MODULE

This module is designed to test a candidate's ability to use skills utilised within the Call Centre industry.



### CALL CENTRE ADVANCED

Designed to test an individual's ability to quickly and accurately input data from an audio recording into a digital form. Candidates are measured on their speed and accuracy when transcribing the data to the provided form. The advanced test features a wider range of spoken accents, forms to fill and a longer test time.



### CALL CENTRE BASIC

Designed to test an individual's ability to quickly and accurately input data from an audio recording into a digital form. Candidates are measured on their speed and accuracy when transcribing the data to the provided form.



### CALL CENTRE CUSTOMER SERVICE SCENARIO BASED TEST

Designed to assess an individual's ability to prioritise the most appropriate response to a customer's request in a customer focused Call Centre setting. Candidates are presented with a series of scenarios and a list of possible responses to rank according to which response they believe would be most ineffective to the most effective to deal with the given situation.



### PHONETIC ALPHABET

Designed to test an individual's ability to quickly and accurately use the NATO phonetic alphabet. Candidates are presented with a variety of question styles including, true and false statements and multiple choice question styles.



### TOWN NAMES

Designed to test an individual's ability to quickly and accurately input data from an audio recording into a digital address book focusing on a range of town names from within the UK. Candidates are measured on their speed and accuracy when transcribing the data to the provided form.



**CALL CENTRE  
ADVANCED**



## OVERVIEW

Designed to test an individual's ability to quickly and accurately input data from an audio recording into a digital form. Candidates are measured on their speed and accuracy when transcribing the data to the provided form. The advanced test features a wider range of spoken accents, forms to fill and a longer test time.

Candidates are presented with as many forms to complete as possible within the 15 minute test time. The candidate's responses are automatically marked. An error when typing will result in no point being awarded for the whole section containing the error.

## TEST DETAILS



**PRACTICE  
TEST AVAILABLE**



**RANDOMISED  
PRESENTATION**



**15 MINUTES  
ALLOWED**



**15 MINS AVERAGE  
COMPLETION TIME**



**90 QUESTIONS  
IN POOL**

**COMPLEMENTARY TESTS:** CALL CENTRE BASIC | CALL CENTRE CUSTOMER SERVICE SCENARIO BASED TEST | PHONETIC ALPHABET | TOWN NAMES

## SAMPLE QUESTION

Q3: CALL CENTRE BASIC (QID: 00697)

Q. Listen to the audio clip and fill in the form:

Field Name	Value Entered	Correct Value/s
Password	Happy	happy
First Name	David	David
Surname	Morgan	Morgan
Account number	2289099	2289099
Phone number	0317644777	0317644777
Email Address	david.morgan@times.co.uk	david.morgan@times.co.uk

QUESTION VIEWS: 1

TIME ON QUESTION: 00:00:30

## SKILLS MEASURED

- Typing Speed
- Typing Accuracy
- Transcribing Competency



## CALL CENTRE BASIC



### OVERVIEW

Designed to test an individual's ability to quickly and accurately input data from an audio recording into a digital form. Candidates are measured on their speed and accuracy when transcribing the data to the provided form.

Candidates are presented with as many forms to complete as possible within the 5 minute test time. The candidate's responses are automatically marked. An error when typing will result in no point being awarded for the whole section containing the error.

### TEST DETAILS



PRACTICE TEST AVAILABLE



RANDOMISED PRESENTATION



5 MINUTES ALLOWED



5 MINS AVERAGE COMPLETION TIME



60 QUESTIONS IN POOL

COMPLEMENTARY TESTS: CALL CENTRE ADVANCED | CALL CENTRE CUSTOMER SERVICE SCENARIO BASED TEST | PHONETIC ALPHABET | TOWN NAMES

### SAMPLE QUESTION

Q3: CALL CENTRE BASIC (QID: 00674)

Q. Listen to the audio clip and fill in the form:

Field Name	Value Entered	Correct Value/s
Account Number	01227763	01127763
Serial Number	724421	724421
Town	Cork	Cork
First Name	Marry	Mary
Surname	Marsh	Marsh
Email Address	m.marsh@internationalbankco.uk	m.marsh@internationalbankco.uk

QUESTION VIEWS: 1

TIME ON QUESTION: 00:00:42

### SKILLS MEASURED

- Typing Speed
- Typing Accuracy
- Transcribing Competency



# CALL CENTRE CUSTOMER SERVICE SCENARIO BASED TEST



## OVERVIEW

Designed to assess an individual's ability to prioritise the most appropriate response to a customer's requests in a customer focused Call Centre setting. Candidates are presented with a series of scenarios and a list of possible responses to rank according to which response they believe would be most ineffective to the most effective for the given situation.

Candidates are presented with 10 questions to complete in 15 minutes. The candidate's responses are automatically marked and a point is awarded for each correctly ranked response to a maximum sum of four for each question. Skipped questions or those that are not taken will result in no point being awarded.

## TEST DETAILS



PRACTICE  
TEST AVAILABLE



RANDOMISED  
PRESENTATION



15 MINUTES  
ALLOWED



13 MINS AVERAGE  
COMPLETION TIME



10 QUESTIONS  
IN POOL

COMPLEMENTARY TESTS: CALL CENTRE BASIC | CALL CENTRE ADVANCED | READING COMPREHENSION | PHONETIC ALPHABET

## SAMPLE QUESTION

Q1: CALL CENTRE CUSTOMER SERVICE SJT (QID: 03012)

Q. Rajesh, you have just received a call from an angry customer. They are upset that payment has been declined whilst they were shopping with friends. They advise you this is the third time the card has been declined in the last three months. Please rank the following possible responses:

1	2	3	4
<b>Most ineffective</b>	<b>Ineffective</b>	<b>Effective</b>	<b>Most effective</b>
The most inappropriate action for the situation	A poor action for the situation	A reasonable action for the situation	The most appropriate action for the situation

Rank:  Expected answer  Maximum score  Partial score  Zero score

Key:  Expected answer  Maximum score  Partial score  Zero score

1. Listen to the customer and unblock the card. Then ask if there is anything else you can help the customer with today?	1	2
2. Apologise to the customer for the inconvenience caused and confirm that you will look at this straight away for them. On reviewing the account, you can see that the card is currently blocked. You follow the process to unblock the card and confirm to the customer that the card is unblocked for them. You then ask the customer if they are happy with the help you have provided.	1	2

## SKILLS MEASURED

- Reasoning
- Customer Service
- Etiquette



## PHONETIC ALPHABET



### OVERVIEW

Designed to test an individual's ability to quickly and accurately use the NATO phonetic alphabet. Candidates are presented with a variety of question styles including, true and false statements and multiple choice question styles.

Candidates are presented with 30 questions to complete in 15 minutes. The candidate's responses are automatically marked and a point is awarded for each correctly answered question. Skipped questions or those that are not taken will result in no point being awarded.

### TEST DETAILS



PRACTICE TEST AVAILABLE



RANDOMISED PRESENTATION



15 MINUTES ALLOWED



12 MINS AVERAGE COMPLETION TIME



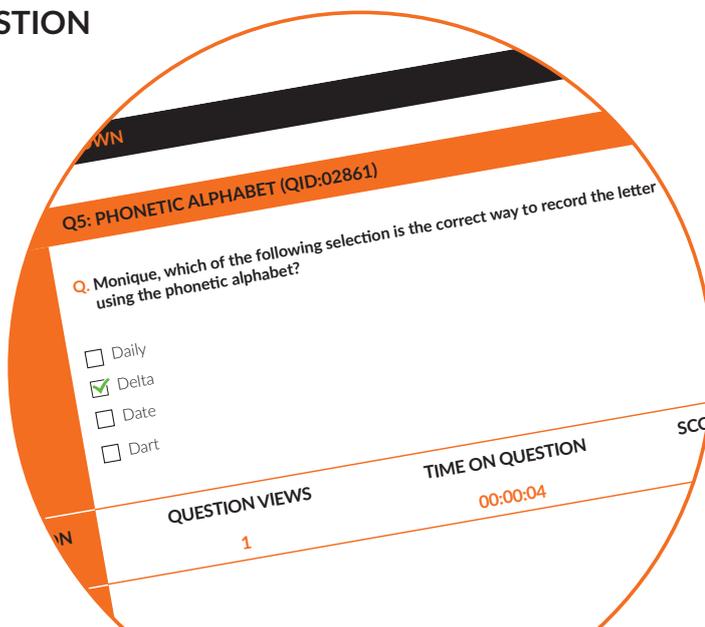
30 QUESTIONS PRESENTED



30 QUESTIONS IN POOL

COMPLEMENTARY TESTS: CALL CENTRE BASIC | CALL CENTRE ADVANCED | CALL CENTRE CUSTOMER SERVICE SCENARIO BASED TEST | TOWN NAMES

### SAMPLE QUESTION



### SKILLS MEASURED

- Knowledge of Phonetic Alphabet



## TOWN NAMES



### OVERVIEW

Designed to test an individual's ability to quickly and accurately input data from an audio recording into a digital address book focusing on a range of town names from within the UK. Candidates are measured on their speed and accuracy when transcribing the data to the provided form.

Candidates are presented with as many forms to complete as possible within the 5 minute test time. The candidate's responses are automatically marked. An error when typing will result in no point being awarded for the whole section containing the error.

### TEST DETAILS



PRACTICE TEST AVAILABLE



RANDOMISED PRESENTATION



5 MINUTES ALLOWED



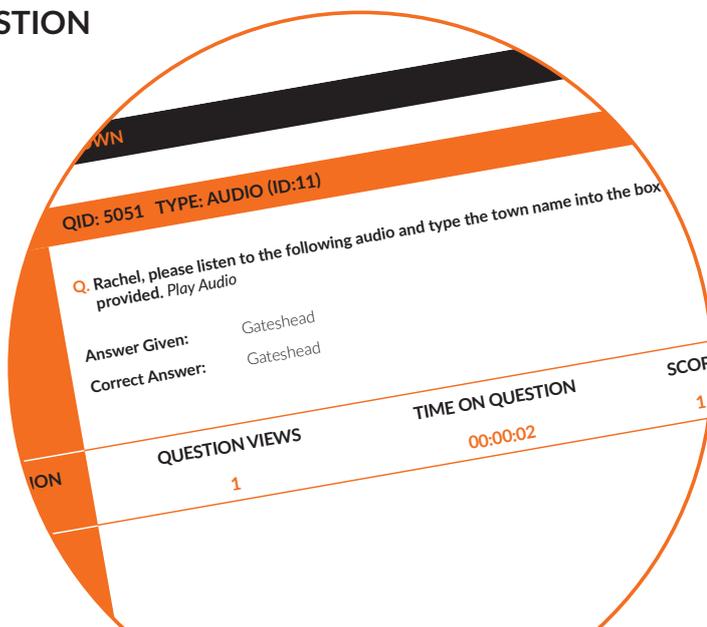
5 MINS AVERAGE COMPLETION TIME



90 QUESTIONS IN POOL

COMPLEMENTARY TESTS: CALL CENTRE BASIC | CALL CENTRE ADVANCED | CALL CENTRE CUSTOMER SERVICE SCENARIO BASED TEST | PHONETIC ALPHABET

### SAMPLE QUESTION



### SKILLS MEASURED

- Typing Speed
- Typing Accuracy
- Transcribing Competency