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Contact Centre SJT

Sam Sample

Report Generated: 24-09-2020



Introduction

This report is confidential and is intended solely for the person responsible for assessing Sam Sample, who completed the Contact Centre SJT on 23/09/2020.

The test is designed to assess areas of critical importance for success in the role of a contact centre advisor. The competencies assessed are defined below.

Contact Centre Competencies

Relating to Others: Working with customers and colleagues in order to maximise outcomes.

Understanding Customer' Needs: Gathering sufficient information in order to make valid decisions and solve customer queries.

Delivering a High-Quality Service: Working in a systematic manner in order to meet customer' expectations.

The results of the test are valid for 12 months and should be kept confidential.

Profile

The following summarises Sam's performance on the Contact Centre SJT. It provides:

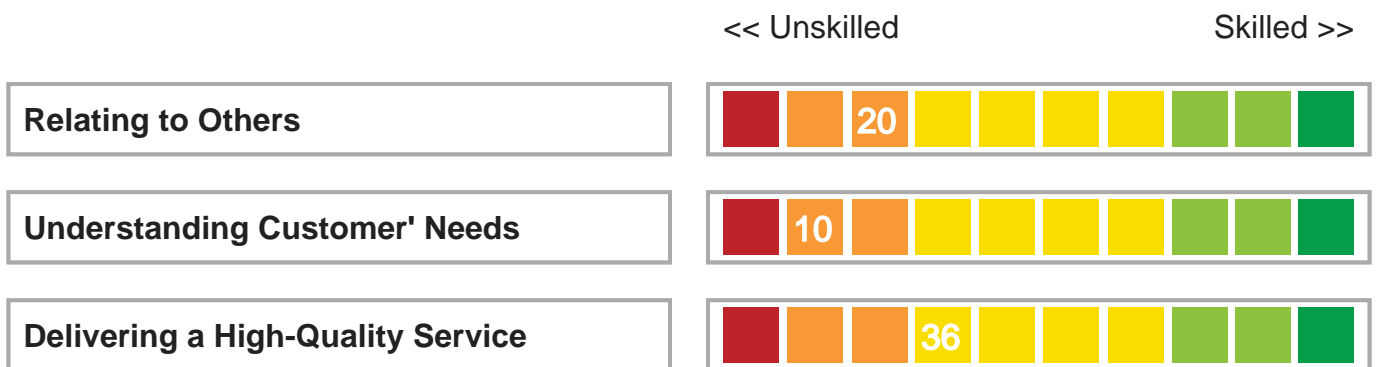
- An overall score, expressed as a percentile based on an individual's responses to all questions.
- A percentile score for each of the competencies assessed



The score suggests Sam would be challenged by some aspects of the role.

Contact Centre SJT Competencies

The scores shown below are Sam's percentiles for each of the competencies.



Performance

The following provides a detailed description of Sam's performance, evaluating his/her responses for each competency as skilled, proficient or unskilled.

Skilled

There are no areas of skilled behaviour.

Proficient

Sam is proficient at **Delivering a High-Quality Service**. He/she presents as being generally committed to meeting client' expectations to a high standard. He/she is also likely to prioritise a good customer service and work in an organised and systematic way.

Unskilled

Sam is likely to be unskilled at **Relating to Others**. He/she presents as being focused on their own work and being more reactive in their communication with colleagues or offer of support. He/she is also likely to avoid engaging in difficult conversations, preferring to see if things get better without his/her direct involvement or seek easier people or customers to work with.

Sam is likely to be unskilled at **Understanding Customer' Needs**. He/she presents as having a somewhat narrow focus and may try to steer conversations with customers to an expected outcome, rather than fully exploring a topic. He/she may also assume that a problem is solved, or believe it is unsolvable, rather than inquire further for a potential solution.