

## Call Center

<u>Test Name</u>	<u>Language</u>	<u>Test Type</u>	<u>Test Time</u>	<u>Description</u>
Call Center - Coding Skills	English	Skill/ Knowledge	4 minutes	Examinees are given 4 minutes to correctly locate as many correct codes as possible from a list of extensions, country codes and departments.
Call Center - Data Analysis Skills	English	Skill/ Knowledge	30 minutes	Examinees are shown various price charts and asked to determine which price should be charged for different scenarios.
Call Center - Inbound Sales	English	Skill/ Knowledge	10 minutes	Examinees answer questions on topics such as sales strategies, features vs. benefits, needs vs. desires, closing a sale as well as effective sales techniques.
Call Center - Outbound Sales	English	Skill/ Knowledge	15 minutes	Examinees answer questions on topics such as prospecting, features and benefits, needs versus desires, sales strategy, cold call tactics and closing techniques.
Call Center - Service Skills	English	Skill/ Knowledge	10 minutes	Examinees answer questions on topics such as how best to deal with dissatisfied customers, proper telephone skills and communication techniques.
Call Center - Telephone Skills	English	Skill/ Knowledge	10 minutes	Examinees answer questions on topics such as holding and forwarding calls, taking and leaving messages, telephone etiquette as well as telephone terminology.
Call Center Customer Service Simulation	English	Simulation	35-50 minutes	This multimedia assessment measures key customer service competencies in a simulated call center scenario. Test takers must decide how to effectively respond to callers while dealing with distractions and generating the best outcome across a variety of scenarios. Test measures customer service, rules adherence, multitasking, keyboarding and call management.
Data Entry - Call Center (Audio) (F)	English	Simulation	10 minutes	Listening to a simulated marketing call, examinees are asked to type the required information into an on-screen form.
Data Entry - Sales (Leads)	English	Simulation	5 minutes	The applicant is asked to type details from a business card into an on-screen form.

Data Entry - Sales (Orders)	English	Simulation	5 minutes	The applicant is asked to type details from a sales order into an on-screen form.
Data Entry - Standard (Audio)	English	Simulation	5 minutes	Examinees enter data into online forms from audio input.
NL Call Center - Sales	Dutch	Skill/ Knowledge	20 - 35 minutes	Call Center - Sales questions on topics such as sales strategies, features vs. benefits, needs vs. desires, closing a sale as well as effective sales techniques.
Postal Codes (Audio)	English	Skill/ Knowledge	15 minutes	Listening to audio, examinees are asked to enter the abbreviated names for US States, US Territories and Canadian Provinces.
SP - Ortografia - Audio	Spanish	Simulation	25 minutes	Listening to an audio, examinees are asked to type the correct spelling for various words.
Spelling - Int Geography (Audio) (Aust)	English for Australia	Skill/ Knowledge	30 minutes	Listening to audio, examinees are asked to type the correct spelling of countries as well international cities and states.
Spelling - International Geography (Audio)	English	Skill/ Knowledge	30 minutes	Listening to audio, examinees are asked to type the correct spelling of countries as well international cities and states.
Spelling - US Geography (Audio)	English	Skill/ Knowledge	30 minutes	Listening to audio, examinees are asked to type the correct spelling of US cities and states.
Spelling (Audio)	English	Skill/ Knowledge	20 minutes	Listening to audio, examinees are asked to type the correct spelling for various words.
Spelling (Audio) (Aust)	English for Australia	Skill/ Knowledge	20 minutes	Listening to audio, examinees are asked to type the correct spelling for various words.
UK Data Entry - Call Centre (Audio) (F)	English for UK	Simulation	10 minutes	Listening to a simulated marketing call, examinees are asked to type the required information into an on-screen form.
UK Data Entry - Sales (Orders) (F)	English for UK	Simulation	5 minutes	The applicant is asked to type details from a business card into an on-screen form.

