

TELEFOONSIMULATIE KLANTENDIENST

Overzicht assessment

De telefoonsimulatie voor klantendienst is bedoeld voor instapfuncties in een contactcenter waar de nadruk ligt op klantenservice. Deze simulatie omvat scenario's (gesprekstypes) waarbij ondersteuning gegeven wordt bij een online klantaccount en gereageerd wordt op een verzoek om een dienst te beëindigen.

Voorbeeldtaken voor deze functies zijn onder andere:

- de klantgegevens of het account verifiëren;
- zelf verantwoordelijkheid nemen voor problemen van klanten;
- klanten informatie bezorgen;
- positief reageren op lastige, boze of verwarde klanten;
- aandachtig luisteren naar bellers;
- oproepen tijdig oplossen;
- door meerdere informatiemenu's navigeren om gegevens van klantaccounts te bekijken en informatie te verwerken;
- snel en nauwkeurig informatie typen.

Onder meer voor deze functies wordt de simulatie mogelijk gebruikt:

- medewerker callcenter;
- medewerker contactcenter;
- agent contactcenter;
- agent klantendienst;
- medewerker klantendienst;
- klantbehartiger.

Doelgroep

- **Niveau:** operationeel, instapniveau (niet-manager)
- **Sectoren:** alle
- **Mogelijke functies:** telesalesmedewerker, medewerker outbound sales, telemarketeer, medewerker contactcenter
- **Vaardigheden/opleiding:** van geen formele onderwijskwalificaties tot middelbare school, of 1 tot 2 jaar hoger onderwijs na de middelbare school

Taal

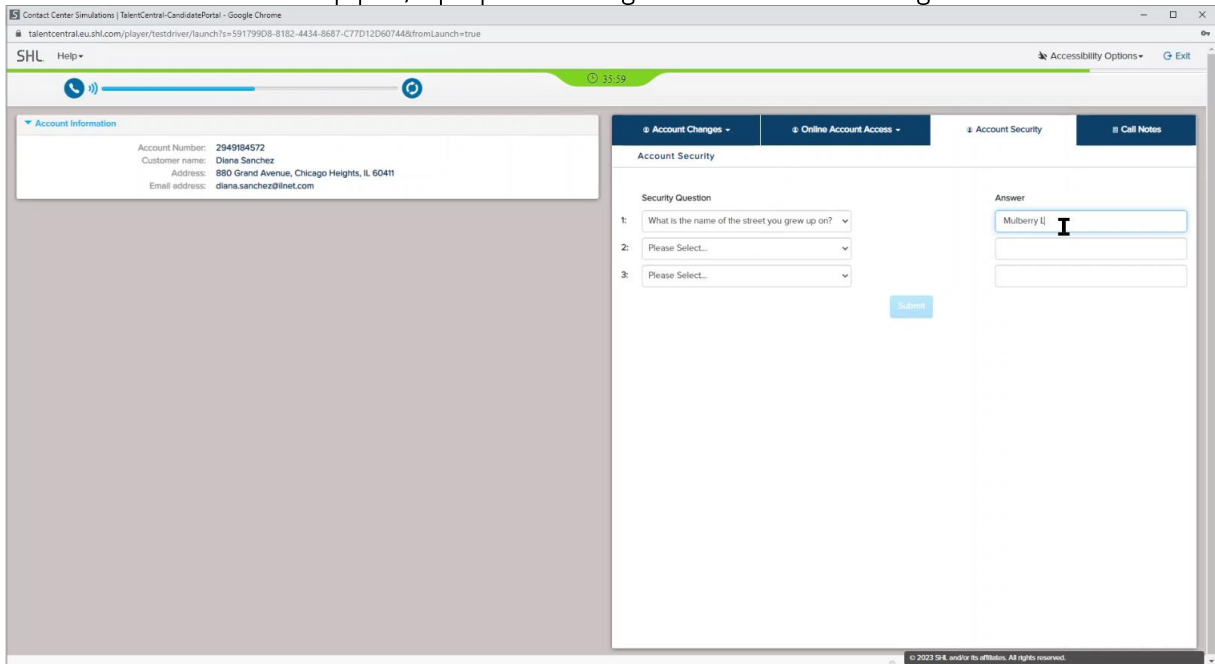
- **Beschikbaarheid:** Engels (VK, VS, AUS), Frans (FR, CA), Spaans (SP, Lat.-Am.) Italiaans, Nederlands
- **Lokale namen:** Telefoonsimulatie contactcenter



Overzicht van de test

De deelnemers moeten twee gesimuleerde telefoongesprekken voeren. Ze krijgen de vraag tijdens de simulatie aandachtig te luisteren naar de klantinformatie, door verschillende menu's te navigeren om de juiste informatie te vinden en een samenvatting te typen van hun interactie met de klant.

De simulatie werkt alleen op pc's/laptops met een goede internetverbinding.


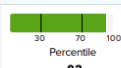
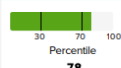
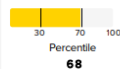
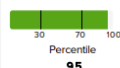
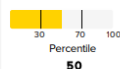




Informatie over de test

- **Vraagformaat:** simulatie, multimediale situatiebeoordelingstest, gegevensinvoer, typen
- **Onderwerpen:** 5 onderwerpen (servicegerichtheid, probleemoplossend vermogen, luisterbereidheid, navigatie, nauwkeurig typen)
- **Tijdslimiet:** 20 minuten
- **Type rapport:** gedetailleerd rapport, ontwikkelingsrapport van de kandidaat, interviewrapport van de kandidaat
- **Type score:** scores worden uitgedrukt als percentages (0-100 %)
- **Normgroep:** lokale normgroepen zijn beschikbaar als er voldoende taalspecifieke gegevens aangeleverd werden

Voorbeeldrapport

Candidate Information Candidate: Liborio Test Email: 19027145@assignment.id Assessment Profile: Project Name: TMS109156339.2 Completion Date: 05-11-2023 Disclaimer: Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorized individuals. You must not rely on the information in the report as an alternative to certain advice from an appropriately qualified professional. If you have any specific questions about any specific matter you should consult an appropriately qualified professional.	
Customer Service Phone Simulation	
Instructions This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that SHL offers, please contact your account representative.	
Overall Score	 95 <input checked="" type="checkbox"/> Recommended
Details	
Accurate Typing	This measures the ability to accurately enter and process information into data entry fields while listening to the customer and to type quickly and accurately, including proper spelling and punctuation.  93 The candidate is highly skilled at typing, and consistently enters information that is free from errors in spelling and punctuation. He/she has no difficulty accurately recording information provided by a customer into data entry fields. The candidate is likely to type faster than others, and will likely perform this task well on the job.
Attentiveness	This measures the ability to respond quickly to incoming calls, listen effectively to minimize the need for the customer to repeat information, and resolve calls in a timely manner.  78 The candidate tends to be highly skilled at listening effectively and works with a sense of urgency. He/she tends to apply available information to solve a customer's problem quickly, without requiring the customer to repeat information. The candidate is likely to consistently respond promptly to incoming calls, remain focused on customer needs, and resolve issues quickly.
Issue Resolution	This measures the tendency to engage in behaviors that guide the customer toward issue resolution. This includes identifying customer needs, educating the customer, offering mutually acceptable solutions, ensuring issue resolution, and anticipating future issues.  68 The candidate is generally likely to understand or confirm a customer's stated need, but may not always identify or address underlying causes. He/she is generally likely to explain options to the customer before making recommendations or taking action and these solutions will generally comply with policies/procedures. The candidate is likely to effectively resolve the current issue, but may fail to confirm the solution satisfies the customer or anticipate likely issues the customer may face in the future.
Navigation	This measures the ability to assist the customer by navigating quickly and accurately within a realistic simulated contact center environment.  95 The candidate tends to excel in navigating between multiple menus to quickly find information in a contact center environment. He/she is able to rapidly determine which menu contains the information needed to solve the customer's problem. The candidate is more likely than others to perform well in a role that requires navigating quickly and accurately through multiple menus to find information or take action to solve a customer's issue.
Service Orientation	This measures the tendency to engage in behaviors such as taking ownership of customer issues, advocating for the customer, and engaging the customer using appropriate tone, positive language, sensitivity, and respect.  50 The candidate is generally willing to resolve customer issues, but may not express a sincere interest in doing so. At times the candidate may not confidently communicate that he/she is willing and able to see the issue through to a satisfactory resolution and may use tentative language that does not fully reassure the customer. The candidate adequately manages the tone of the conversation to ensure a positive interaction with the customer.