

SIMULATION TÉLÉPHONIQUE DU SERVICE CLIENTÈLE

Aperçu de l'évaluation

La simulation téléphonique du service clientèle a été conçue pour les postes de débutants dans un environnement de centre de contact où l'accent est mis sur le service clientèle. Cette simulation inclut des scénarios (types d'appels) nécessitant de fournir une assistance sur le compte en ligne d'un client et de répondre à une demande d'annulation d'un service.

Voici quelques exemples de tâches à accomplir dans le cadre de ces emplois :

- Vérifier le client ou le compte.
- S'approprier les problèmes des clients.
- Interagir avec les clients pour leur fournir des informations.
- Répondre positivement aux clients difficiles, irrités ou confus.
- Écouter attentivement les interlocuteurs.
- Résoudre les appels dans les meilleurs délais.
- Naviguer dans plusieurs menus d'information pour consulter les détails du compte client et les informations relatives au traitement.
- Saisir des informations rapidement et avec précision.

Les titres d'emploi potentiels qui utilisent cette simulation sont les suivants :

- Représentant du centre d'appel,
- Représentant du centre de contact,
- Agent du centre de contact,
- Agent du service clientèle,
- Représentant du service clientèle,
- Défenseur du client

Public cible

- **Niveau** : Opérationnel, niveau débutant (non-manager)
- **Secteurs** : Tous
- **Placements possibles** : Représentant de télévente, représentant des ventes sortantes, télévendeur, représentant du centre de contact.



- **Niveau d'aptitude/formation :** De l'absence de formation formelle à l'école secondaire, ou 1 à 2 ans après l'école secondaire.

Langue

- **Disponibilité :** Anglais (UK, US, AUS), français (FR, CA), espagnol (ES, LATAM) italien, néerlandais
- **Noms locaux :** Simulation téléphonique du centre de contact

Aperçu du test

Les personnes sont invitées à suivre deux appels téléphoniques simulés. Au cours de la simulation, il leur est demandé d'écouter attentivement les informations fournies par le client, de naviguer dans différents menus pour trouver la bonne information et de taper un résumé de leur interaction avec le client.

La simulation ne fonctionne que sur des PC/ordinateurs portables disposant d'une bonne connexion internet.

Account Information

Account Number: 2949184572
Customer name: Diane Sanchez
Address: 880 Grand Avenue, Chicago Heights, IL 60411
Email address: diana.sanchez@inet.com

Account Security

Security Question

1: What is the name of the street you grew up on?

2: Please Select...

3: Please Select...

Submit



Détails du test

- **Format des questions :** Simulation, test de jugement situationnel multimédia, saisie de données, dactylographie.
- **Sujets :** 5 thèmes (orientation du service, résolution des problèmes, attention, navigation, précision de la saisie)
- **Temps imparti :** 20 minutes
- **Type de rapport :** Rapport détaillé ; Rapport de développement du candidat ; Rapport d'entretien avec le candidat
- **Type de score :** Les scores sont exprimés en pourcentage (0-100 %).
- **Groupe de normes :** Des groupes de normes locales sont disponibles lorsque suffisamment de données spécifiques à la langue ont été fournies.

Exemple d'émission de rapport

<p>Candidate Information</p> <p>Candidate : Liborio Test Email : 19027145@assignment.id Assessment Profile: Project Name: TMS109156339.2 Completion Date: 05-11-2023</p> <p>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.</p>					
<p>Customer Service Phone Simulation</p> <p>Instructions</p> <p>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.</p> <p>Overall Score Percentile 95 <input checked="" type="checkbox"/> Recommended</p>					
<p>Details</p> <table border="1"> <tr> <td> <p>Accurate Typing</p> <p>Percentile 93</p> </td> <td> <p>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.</p> <p>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.</p> </td> </tr> <tr> <td> <p>Attentiveness</p> <p>Percentile 78</p> </td> <td> <p>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.</p> <p>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.</p> </td> </tr> </table>		<p>Accurate Typing</p> <p>Percentile 93</p>	<p>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.</p> <p>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.</p>	<p>Attentiveness</p> <p>Percentile 78</p>	<p>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.</p> <p>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.</p>
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<p>Issue Resolution</p> <p>Percentile 68</p>	<p>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.</p> <p>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.</p>				
<p>Navigation</p> <p>Percentile 95</p>	<p>This measures the ability to assist the customer by navigating quickly and accurately within a realistic simulated contact center environment.</p> <p>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.</p>				
<p>Service Orientation</p> <p>Percentile 50</p>	<p>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.</p> <p>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.</p>				