

CALL CENTER AUDIT

Features

This report is specifically designed to assess an individual in relation to a call center environment. It reports on handling peak workloads, handling aggressive clients and meeting client needs. Indicates suitability for inbound and outbound environments.

Uses

Can be used to assist in the selection of call centre employees and as a training and development tool for existing Call Center Agents.

CALL CENTER AUDITS



Tom Sample

4/4/2007

Private & Confidential

Basic Characteristics

Communicative, Influential, Optimistic, Accurate, Logical, Active, Restless,
Non-demanding, Conservative, Peaceful

Understanding and Responding to Client Needs

- Tom Sample is both persuasive and friendly and tends to respond to client needs in a supportive, accurate and logical manner
- Being a perfectionist, Tom Sample will be disciplined and systematic in his response patterns
- He is a confident and charismatic individual who may, at times, be rather over optimistic
- There may be a tendency for him to be impatient and faultfinding. He may not take sufficient time to fully understand the client's requirements
- Tom Sample may, at times, be impulsive and too trusting

Imparting Information

- Tom Sample should prove to be a good communicator who will impart information in a logical and systematic manner
- He may also appear affected and opportunistic by some people
- Tom Sample should, in most cases, feel at ease and confident when dealing with clients and disseminating technical or highly detailed data
- This charming person will exchange information persuasively and will enjoy the opportunity to do so
- Tom Sample will seldom use any form of force or aggression in his verbal communication with others

Problem Solving

- Problems of a competitive or demanding nature may not be handled

- comfortably by this modest and people-orientated person
- Being energetic and open-minded, Tom Sample will apply himself to problems in a participative and optimistic fashion
 - He will attend to problems in a precise, structured and disciplined style
 - Being precise and accurate, he will tend to gain as much information as possible regarding a problem or issue before committing himself or his organization
 - There will be times when Tom Sample will become anxious and discontented about his abilities to cope with some problems

Demonstrating Persistence with Sensitivity

- Tom Sample has a low boredom threshold He is unlikely to be highly tolerant of many client concerns
- A mild and poised person, Tom Sample is unlikely to be very persevering in his tasks and assignments
- Tom Sample will often be more of a self-promoter than someone who is caring and concerned for others

Response to Peak Work Loads

- Tom Sample will increase his activity rate to cope with peak works demands
- He will, however, adhere strictly to systems and procedures when doing so
- He will not sacrifice quality standards when work demands are heavy He may, however, choose to yield his position when severely pressurized in order to avoid conflict and confrontation
- In order to fully understand Tom Sample's response to pressure, we suggest that reference is made to the comments contained in the "Behavior Under Pressure" paragraph within the basic PPA Report

Managing Aggression and Unreasonable Clients

- Tom Sample, who is mild and friendly, will usually use these attributes to pacify unsettled clients.
- When this approach fails to satisfy them, Tom Sample will place more emphasis on the facts and specific details involved and will fall back on specifications and contractual terms and conditions, where appropriate.
- It is unlikely that he will ever intentionally antagonize even the most unreasonable clients.
- Tom Sample can be very sensitive to personal challenges and criticism, and

- will avoid getting into this type of situations at all costs.
- In some situations, when confronted, he will often prefer to yield his position.

Proactively Promoting Products, Services and Concepts

- Tom Sample has exceptional communication and persuasive skills
- He exhibits a great deal of poise and self-confidence
- Active interpersonal skills will be a real strength of Tom Sample
- He may, however, be too mild, cautious and conservative to overcome many client problems or objections
- He can, at times, also be too compliant and precedent bound for some roles

Summary

Tom Sample is an affable, friendly, communicative and systematic individual who is open-minded in most situations. As such, he could achieve satisfaction and success in many inbound call center roles that require high energy and flexibility. Where this is not a requirement Tom Sample may become bored and disillusioned with routine call center responsibilities.

His lack of drive and assertiveness, coupled with his high energy levels and impatient nature, suggest that outbound roles would not appeal to him.

GRAPHS & SCORES



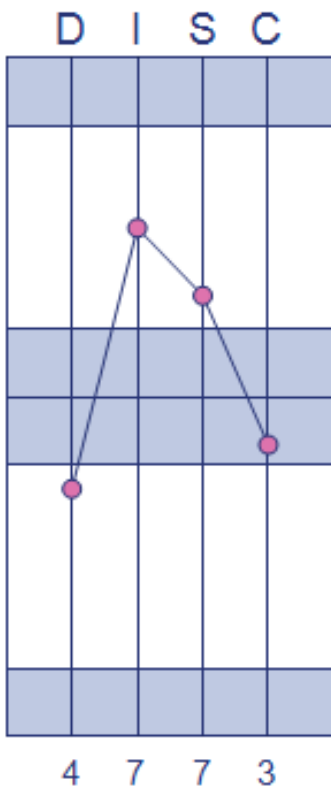
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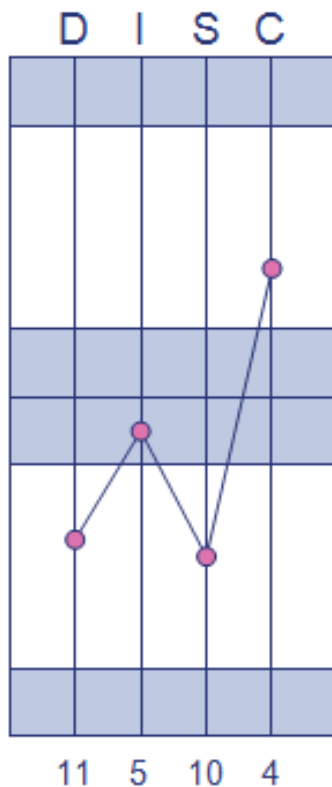
I

Work Mask



II

Behavior Under Pressure



III

Self Image

