

Call Center Assessments - Data Entry & Customer Service Tests

Use our Profiles Skills Tests Call Center Assessment to measure customer service skills and sales ability using realistic simulations of call center scenarios. Data entry tests and customer service skill tests measure the proficiencies of your potential new hires, ensuring quality customer interactions.

Tests Include:

- Call Center:
 - Coding
 - Data Analysis
 - Sales
 - Service
 - Sales Scenarios
 - Customer Service Scenarios
 - Service
 - Telephone Skills
 - Banking Scenarios
- Audio Customer Service Scenarios
- Audio Sales Scenarios

- Audio Data Entry
- Data Entry – Sales (Leads)
- Data Entry – Sales (Orders)
- Postal Codes
- Postal Codes – Audio
- Spelling:
 - Audio
 - Geography
 - International Geography (Audio)
 - US Geography (Audio)