



DDI SKILLS TESTS

CALL CENTER

TARGETED SKILLS ASSESSMENT TESTS FOR MODERN CALL CENTERS

Technology has transformed call centers into a modern mix of telephony and online collaboration, yet the aim of the call center manager remains the same—ensuring customers a polite and attentive, productive and speedy encounter. Hiring and retaining personnel with the right sets of skills is critical to success in a modern call center.

DDI's Call Center test package* can help you determine if applicants have the skills necessary for the job, or if existing employees require specific training. A suite of fifteen tests is available featuring the following benefits:

Advanced, adaptive, multimedia customer service assessment—Measure customer service ability in a simulated environment where candidates are asked to solve problems and provide information to customers based on multimedia simulations of real-world call center interactions. This powerful, simulation-based assessment uses a unique adaptive technology that provides a detailed analysis of a candidate's skills in the shortest amount of time.

Fifteen tests designed to assess all the various skills needed for call center excellence—Comprehensive skill sets can be measured, from telephone skills, data analysis, coding, spelling for US and international geographies, and telesales skills where job candidates are placed in call simulations at various stages of the sales cycle.

INCLUDED TESTS

Choose from fifteen tests to create a combination that best fits your call center strategy.

- > Call Center–Customer Service Scenarios
- > Call Center–Sales Scenarios
- > Call Center–Coding
- > Call Center–Coding
- > Call Center–Service
- > Call Center–Sales
- > Call Center–Telephone Skills
- > Data Entry–Sales (Leads)
- > Data Entry–Sales (Orders)
- > Postal Codes
- > Postal Codes–Audio
- > Spelling–Audio
- > Spelling–Geography
- > Spelling–Int. Geography (Audio)
- > Spelling–US Geography (Audio)

RELATED SOLUTIONS

DDI also offers a number of off-the-shelf, configurable and/or customizable tests and inventories that target various industries, measuring such items as work-related judgment, work style and disposition, and background experience. Multiple delivery modalities (online, IVR, paper and pencil, fax service) provide options that are tailored to suit your organizational needs. Specific roles and job types include:

- > Team members/associates
- > Professionals/individual contributors
- > Team leaders/supervisors
- > Managers and leaders (including executives)
- > Sales representatives (professional and entry-level)

- > Retail sales
- > Customer service and call center associates
- > Retail customer service
- > Health care provider and support roles

In addition, for each job family, DDI has drawn upon its extensive research base to develop Screening & Testing content sets that measure a candidate's personal attributes, work-related experience, job-specific competencies, and motivational fit. These content sets have been pre-configured to minimize adverse impact against protected groups (i.e. on the basis of race, gender, and age) while maximizing validity for predicting job performance.

CONTACT INFORMATION

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