



## new testing programs

Entrée Recruitment has been providing quality temporary and permanent staff since 2001. Due to client demand, we now offer an exciting range of **Call Centre** testing programs to assist in identifying quality candidates.

Whether you require a full recruitment process or want to assess the skills of a potential employee, please call us on 08 8100 8877 to discuss these and other available testing programs.

### Contact & Call Centre Testing Programs



These simulations evaluate the candidates' ability to quickly and accurately enter data, effectively and efficiently respond to customer requests, navigate within simulated call/contact centre applications and utilise available information to determine the best solution to customer inquiries. Candidates are tested on job criteria such as **average handling time, adherence, customer service ratings** and other important metrics.

These testing programs would benefit **customer service and call centre staff, receptionists, internal sales staff and sales administrators.**

#### This module includes:

- **Contact Centre Virtual Scenario**

The Contact Centre Virtual Scenario is a simulated product targeted to candidates who are applying for basic to mid level positions within a contact centre or customer service environment. Questions within this test enable candidates to interact with customers via a simulation phone scenario to provide information, take orders, and solve product or service issues; respond positively to difficult or irate customers; navigate within multiple open applications to find and view customer account details; and type information quickly and accurately.

- **Contact Centre Retention Predictor**

This is a measure of background, experiences, attitudes, judgments, and opinions that are associated with job tenure in entry-level contact centre positions. It is designed to assess a variety of factors affecting retention that are independent of job performance.

- **CRM Navigation**

The Customer Relationship Management (CRM) Navigation test assesses candidate interactions within a real-world desktop environment by providing a workspace that simulates multiple customer service based applications running on a Windows XP desktop.

The Customer Relationship Management (CRM) test measures the candidate's ability to minimize, maximize, and resize application windows, navigate and select items within open applications and tabbed windows, toggle between multiple screens, copy and paste data, type text accurately, edit typed text, and use multiple applications to search for and associate information.

- **Customer Care Simulation**

The Customer Care Simulation is a timed assessment that allows the candidate 10 minutes to answer calls. The assessment measures the candidate's ability to enter a caller's information into the appropriate fields within a call centre environment. The assessment measures accuracy as well as speed.

- **Credit Control Scenario**

The Credit Control Scenario test is a four-call scenario assessment within a simulated environment. The test contains two inbound calls and two outbound calls. The candidate is measured on the following abilities: debt recovery, anger handling, problem solving, navigation, and customer service.

- **Collections Scenario Simulation**

The Collections Scenario test is a four-call scenario assessment within a simulated environment. The test contains two inbound calls and two outbound calls. The candidate is measured on the following abilities: debt recovery, anger handling, problem solving, navigation, and customer service.

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