

CALL CENTRE BASIC

Module: Call Centre

Updated: May 09

Overview

A straight forward data entry test, designed to simulate a call centre environment

Skills Measured

Audio comprehension
Keyboard skills
Accuracy
Speed

Recommended Applications

Call Centre and audio record keeping

Complementary Tests

Call Centre Advanced
Town Names
Phonetic Alphabet
Call Centre Customer Service

Test Details

Question Presentation Type	Audio
Candidate Practice Available	Yes
Randomised Questioning	Yes
Available questions in pool	n/a
Number of questions presented	n/a
Time Allowed	5 mins
Average Time to Complete	20 mins

Sample Question

Account No. 01918171
Serial No. 2743299
Town Bristol
First Name Claire
Surname Sterling

Sample Results

