

CUSTOMER SERVICE PROFILER

Module: Psychometrics

Updated: May 09

Overview

A sales tool to measure personality traits critical to success in customer service and sales related roles, like account management, sales management, marketing and public relations

Skills Measured

- Initiative and Self Confidence
- Team Player and Management
- Extroversion and Goal orientation
- Diplomacy and Patience

Recommended Applications

Suitable for anyone required to work in customer services, account and sales management and public relations.

Complementary Tests

- Sales Predictor
- Personality Inventory
- Cognitive Aptitude Test

Test Details

Question Presentation Type	Self Analysis
Candidate Practice Available	Yes
Randomised Questioning	Yes
Available questions in pool	140
Number of questions presented	140
Time Allowed	Unrestricted
Average Time to Complete	20 mins

Sample Question

- Q.** I have confidence in myself
- A. Always True
 - B. Mostly True
 - C. Sometimes True and Sometimes False
 - D. Mostly False
 - E. Always False

Sample Results

Test Results For	
Sue Salt	

Summary	
Test	CSAP
Test Started At	08th Jul 2009 08:41
Test Finished At	08th Jul 2009 08:53
Test Taken ID	2325
Remote Test	No
Comment	BASICALLY RECOMMENDED FOR A CUSTOMER SERVICE ROLE.

