

Phonetic Alphabet

Module: Call Centre

Updated: May 09

Overview

A test of a candidate's comprehension of the phonetic alphabet.

Skills Measured

Use of the phonetic alphabet in a call centre environment

Recommended Applications

Call centre

Complementary Tests

Call Centre Advanced

Customer Service

Test Details

Question Presentation Type	Multi Choice
Candidate Practice Available	Yes
Randomised Questioning	Yes
Available questions in pool	15
Number of questions presented	15
Time Allowed	30 mins
Average Time to Complete	20 mins

Sample Question

- Q.** What does the letter R represent?
- A. Ratio
 - B. Radius
 - C. Romeo
 - D. Rialto

Sample Results

Test Result for Sue Salt	
Test	Phonetic Alphabet
Test Started At	08th Jun 2009 13:05
Test Finished At	08th Jun 2009 13:09
Test Taken ID	1630
Remote Test	No
Answers correct	10
Out Of	15
Percentage	67

