

TOWN NAMES

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-
Average Time to Complete	20 mins

Sample Question

Sample Results