

## Call Centre

**Make sure your call Centre candidates are prepared for success with the SkillCheck Call Centre test package from MCS.**

Hiring and retaining personnel with the right skills is the key to success in a modern call centre. Our Call Centre test package can help you determine if applicants are ready for the job, or if existing employees require specific training.

- **Advanced, Adaptive, Multimedia, Customer Service Assessment**

Determine a job applicant's customer service ability by placing them in a simulated customer service environment where they will have to solve problems and provide information to customers based on multimedia simulations of real-world call centre telephone interactions.

This powerful, simulation based assessment uses a unique adaptive technology that provides a detailed analysis of a candidate's skills in the shortest amount of time.

- **Advanced Test-Making Capability**

Using our advanced test customization, a test administrator can create tests that combine questions from any of our test databases into a single test. And our ItemWriter question-development feature also allows test administrators to create their own test questions (multiple-choice, true-false, fill-in-the-blank and matching) and combine those questions with any of our questions to create a test that perfectly fits any need! Using our advanced test-making features, a test administrator can also create a test customised to a specific Microsoft Office training program or job that includes the use of one or more Microsoft Office application.

- **Advanced Reporting**

Our Call Centre test package features advanced reporting that provides more and better ways to read and interpret test results at the click of a mouse. This advanced capability enables you to analyze a candidate's test performance in relationship to other test takers. Profile reports can then display data from all tests taken by a single candidate, or from all candidates who have taken a particular test. No other testing product offers such a wide range of useful reporting options.

- **Key Features**

- Measure customer service skills using the SkillCheck Call Centre Customer Service Scenarios test which provides real-world simulations of call centre interactions. This unique, adaptive test provides a detailed assessment of applicants in the shortest amount of time.
- Assess call centre knowledge and skills including telephone skills, sales skills, data analysis, coding, and spelling for US and international geographies.
- Test telesales skills with SkillCheck's Call Centre Sales Scenarios test that places job candidates in realistic simulations of call centre interactions at various stages of the sales cycle.
- With SkillCheck's advanced test-making option, you can create tests that include questions from any SkillCheck testing product, or combine your own questions with SkillCheck's advanced test items!



Call **MCS** today on **08703 213444** or SkillCheck pricing and packaging options.

• **Included Tests**

**The SkillCheck Call Centre Test Package includes the following tests:**

- Call Centre - Customer Service Scenarios
- Call Centre - Sales Scenarios
- Call Centre - Coding
- Call Centre - Coding
- Call Centre - Service
- Call Centre - Sales
- Call Centre - Telephone Skills
- Data Entry - Sales (Leads)
- Data Entry - Sales (Orders)
- Postal Codes
- Postal Codes - Audio
- Spelling - Audio
- Spelling - Geography
- Spelling - Int. Geography (Audio)
- Spelling - US Geography (Audio)

**The SkillCheck Assessment Portfolio**

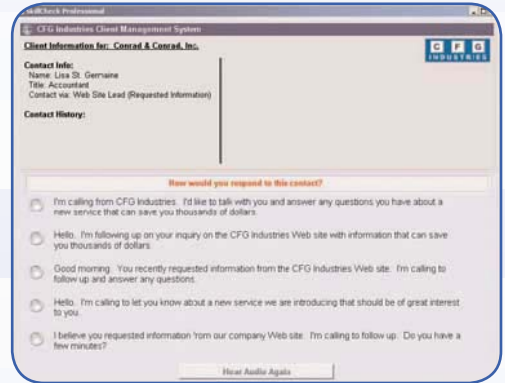
The SkillCheck Assessment Portfolio includes tests on the widest range of competencies in Microsoft Office, clerical, medical, legal, call centre, accounting, behavioural, computer literacy, IT, food services, retail sales and light industrial areas.

**Crisp MCS**

45 Queen Street, Exeter, EX4 3SR  
 Tel: +44 (0) 8703 213444  
 Fax: +44 (0) 1392 421942  
 Email: info@crisp-mcs.com  
 Web: www.crisp-mcs.com

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Test customer service skills with adaptive multi-media assessments that simulate call centre interactions



Test administrators can customise tests any number of ways - even create their own questions



Customise tests and create your own questions