

Call Centre Dilemmas™

Online Assessment for Call Centre Roles



Ensure that your inbound call centre staff has the ability to deliver service that exceeds your customer expectations.

Call Centre Dilemmas™ is a cost effective **Situational Judgement Test (SJT)**, which can be used to recruit, select and develop people for call centre or contact centre roles.

Call Centre Dilemmas can be combined with a Competency Based Interview to form a quick, reliable selection process that delivers excellent value for money.

Why Call Centre Dilemmas?

- Call Centre Dilemmas is cost effective, quick and easy to access online.
- It is applicable to inbound call centre or contact centre staff across many business sectors, including banking, utilities, transport, telecommunications and local government.
- It is suitable for any organisation of any size, single site or multisite – use the test with a handful of participants or thousands.
- It has high job relevance, containing a range of typical customer service encounters set in contact centres of a bank, energy provider, train operator, mobile phone provider and local council.
- Marking is fully automated, so it's 100% error free and quicker than traditional competency based assessments, which have previously taken much longer to mark.
- Results are competency based and can be easily mapped to the requirements of a specific customer service position.
- The assessment is delivered via A&DC's Apollo™ platform, which means that you can easily invite participants to take tests, track their progress, and view or export participant scores at any point in a recruitment or selection project, or for learning and development.



What does it Measure?

Call Centre Dilemmas takes around 30 minutes to complete and measures an individual's judgement and decision making skills in typical inbound call centre scenarios. It then generates a comprehensive feedback report against four key competencies >

- Understanding Customer Needs
- Delivering Quality Service
- Convincing Others
- Dealing with Challenging Situations

Call Centre Dilemmas – Fast, effective online assessment and reporting

Call Centre Dilemmas in Action

- 1 Choose to administer assessments yourself, or with help from A&DC.
- 2 Participants are issued with login details and complete the test online.
- 3 Participant scores relating to each competency, as well as an overall score for the test, can then be viewed online.
- 4 Reports can be accessed (free of charge) to support decision making and participant feedback.



Using Call Centre Dilemmas

Call Centre Dilemmas can be made available to participants by A&DC or through your own authorised practitioners. If you are running a recruitment or selection project in-house, our simple registration process and user training allow your practitioners to set up and invite participants via our Apollo™ online platform. Alternatively, A&DC can set up and manage the administration process on your behalf and then provide your Registered Users with reports according to the agreed timescale.

The test is purchased using ‘credits’, with a specified number of credits making up the per administration fee. Please see our price list for more information.

We can customise Call Centre Dilemmas to suit your needs, including corporate branding and bespoke content for added job relevance.

Lean Assessment of Call Centre Staff

Call Centre Dilemmas can be combined with other A&DC ready to use tools to build an effective, efficient, lean assessment process. This will help you to minimise the risk of making costly mistakes when hiring people for key inbound call centre roles. These tools can be used in a single or multi stage process, combining the benefits of speed, accuracy, ease of use and value for money.

AC-EXS®	Over 30 ready to use behavioural simulation exercises at non-management level, including a number that focus specifically on customer service delivery.
Inbox™	Online administration of In-Basket Exercises, with quick marking functionality.
CBI-Smart™	Competency Based Interview Builder, generating interview questions against the competencies you need to assess, all formatted in a printable interview guide.

Call Centre Dilemmas from A&DC

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