

PRO CALL CENTER SKILLS ®

“Pro CallCenter ® Skills” measures the criteria that make successful telephone advisors and telesales professionals .



THE STRONG POINTS OF THIS TEST

- | Retention of the best call center agents through precise recruitment
- | Boosted sales performance from the first call
- | Maximized recruitment ROI with winning profiles
- | Objections transformed into business opportunities
- | Accelerated recruitment thanks to automated selection
- | High-performing and sustainably committed teams



BENEFITS

Pro Call Center Skills ® is the benchmark tool for **recruiters** , **HR managers** and **call center managers** looking to **secure their recruitment** , **improve their sales performance** and **reduce turnover** in telesales and teleconsulting teams . Thanks to a reliable, rapid and scientifically validated assessment, this test helps identify **suitable profiles** , **detect potential** and **optimize each hiring** .

Accurately assess the **soft skills** , **technical skills** and **interpersonal skills** that make the difference in remote customer relations. By aligning your recruitment with field requirements, you gain efficiency, reduce costs related to casting errors and build **stable** , **efficient** and **results-oriented teams** .

By choosing **Pro Call Center Skills ®** , you are **relying on a predictive recruitment** solution designed for demanding **call center** environments . It is the strategic tool to meet your HR challenges: **rapid recruitment** , **reduced turnover** , **skills development** , **loyalty** , and **sustainable commercial performance** .



PSYCHOMETRY

Test construction:

Pack: Recruitment

Questionnaire type: Ipsative

Number of questions: 120

Completion time 20 minutes

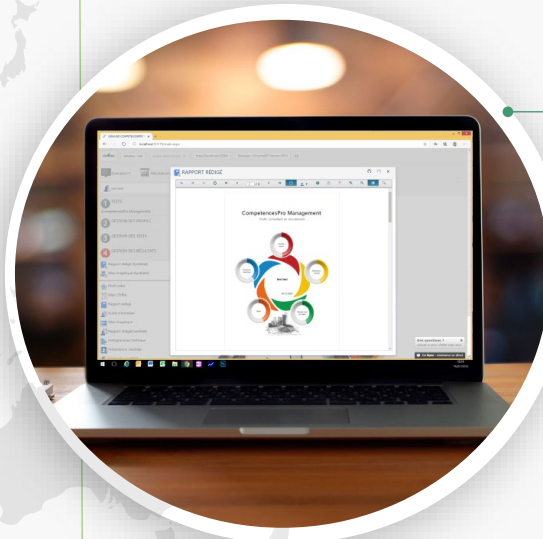
Test validation:

Double external validation

Internal validation, consistency

Loyalty

Reliability



Test available in



6 job references included



PRO CALL CENTER SKILLS ®



DIMENSIONS AND CRITERIA EVALUATED

PROFESSIONAL DIMENSION

- **Positivism** and solution-oriented attitude
- **Stress management** and maintaining relationship quality
- **Sense of efficiency** and optimization of call time
- **Persuasion skills** and negotiation techniques

RELATIONAL DIMENSION

- **Didactic sense** to explain clearly
- **Ease of contact** and interpersonal skills
- **Active listening** to understand needs
- **Ability to express oneself** with clarity and impact

TECHNICAL DIMENSION

500 multiple-choice questions on professional knowledge and know-how

PERSONAL DIMENSION

- **Initiative** and autonomy in action
- **Resistance to failure** and rebounding from rejection
- **Taste for challenge** and sense of competition
- **Self-control** in tense situations
- **Will and perseverance** to achieve goals
- **Updating knowledge** to stay efficient
- **Adaptability** and flexibility in the face of change

