

Practice Call Center Assessment

Call Centre Skills Test | Online Employment Tests ...

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I work in a call centre. What are the main health hazards ...

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Contact Center Best Practices Assessments have three phases: Remote data gathering to prepare for the assessment. Onsite or virtual observations, reviews, multi-level staff interviews (agent through executives) focus groups, and general further discovery. Review and analysis of discovery and data, and the generation of final materials.

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Whether it's a true call center or just the staff that answers your phones, customer service skills are often difficult to evaluate prior to employment. EmployTest has a complete battery of call center tests to make sure each of your hires is a good match for the job. For a complete list of tests, visit Employment Tests.

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Your call centre job involves many of the same health and safety hazards found in any modern office, especially the risk of repetitive strain injury (RSI) from working with a computer, mouse and keyboard. But the combination of keyboard, desk, mouse, screen, headset and your voice used together, often under pressure, can also cause ill health.

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