



Ready to use Situational Judgment Tests



Working alone



Ready-to-use



Custom

Call Centre Dilemmas™ will help you identify call centre candidates who possess the key competencies needed for success.

The ready-to-use **Situational Judgement Tests (SJT)** are designed to sift candidates for call centre roles, and can be combined with a competency based interview to form a quick, reliable selection process.

The test takes 30 minutes and identifies a participant's judgement and decision making skills in common inbound call centre scenarios. It then generates a comprehensive feedback report against four key competencies.

- Understanding customer needs
- Delivering quality services
- Convincing others
- Dealing with challenging



Why Call Centre Dilemmas?

- **Saving you time and money** - Marking is fully automated, so it's 100% error free and quicker than traditional competency based assessments
- **Mapped to your needs** - Results are competency based and can be easily mapped to your competencies
- **Experience on the job** - It contains a range of typical customer service encounters set in contact centres of a bank, energy provider, train operator, mobile phone provider and local council
- **One size fits all** - It is suitable for any organisation of any size, single site or multi-site, for a handful of candidates or thousands
- **A range of levels** - It is applicable to call centre staff across many business sectors, including banking, utilities, transport, telecommunications and local government
- **Versatile** - There are multiple tests available to reduce chances of content familiarity and the order of answers is randomised.

Contact us for more information

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Call Centre **Dilemmas** in action

- Choose to administer assessments yourself, or with help from us
- Participants are issued with login details to complete the tests online
- Participant scores relating to each competency, as well as an overall score for the test
- Reports can support decision making and candidate feedback.

Using Call Centre **Dilemmas**

You can invite candidates to complete their tests through our online platform Apollo™ or we can set-up and manage the administration process on your behalf, and provide you with reports according to an agreed timescale.

We can customise Call Centre Dilemmas to suit your needs, including corporate branding.

Browser requirements

Please visit psionline.com/browser-support for more information on browser requirements.

Plug in predictive power

Call Centre Dilemmas can be combined with our other tools to build an effective and efficient process.

VirtualAC™ – An online virtual desktop enabling you to deliver highly immersive and interactive simulation exercises to select and develop your talent.

The Smart Aptitude® Series – Online aptitude tests measuring verbal, numerical and abstract reasoning.



Call Centre **Dilemmas**™ from PSI Talent Measurement

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