



## Ready to use Situational Judgment Tests



Working alone



Ready-to-use



Custom

**Customer Service Dilemmas™ will help you identify new customer service staff who possess key competencies needed for success.**

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

The test is 30 minutes and identifies a participant's judgement and decision making skills in common customer facing service scenarios. It then generates a comprehensive feedback reports against four key competencies.

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



## Why Customer Service Dilemmas?

- **Saving you time and money** - Marking is fully automated, making it 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 face-to-face service encounters set in a department store, supermarket, bank, leisure centre and hotel
- **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
- **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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## Customer Service **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 be accessed (free of charge) to support decision making and participant feedback.

## Using Customer Service **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 Customer Service Dilemmas to suit your needs, including corporate branding.

## Browser requirements

Please visit [psionline.com/browser-support](http://psionline.com/browser-support) for more information on browser requirements.

### Plug in predictive power

Customer Service Dilemmas can be combined with our other tools to build an effective and efficient assessment 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.



## Customer Service **Dilemmas** from PSI Talent Measurement

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