

## CALL CENTER AUDIT

### Features

This report is specifically designed to assess an individual in relation to a call center environment. It reports on handling peak workloads, handling aggressive clients and meeting client needs. Indicates suitability for inbound and outbound environments.

### Uses

Can be used to assist in the selection of call center employees and as a training and development tool for existing Call Center Agents.

## **CALL CENTER AUDIT**

PRIVATE & CONFIDENTIAL - MR. TOM SAMPLE

### **Basic Characteristics**

Outgoing, persuasive, gregarious, thorough, careful, detail-orientated, sociable, positive, precise

### **Understanding and Responding to Client Needs**

- Tom Sample is friendly and amiable and will relate positively to most people
- He is anxious to help others and create a favourable impression
- He is particularly sensitive to negative feedback
- He will rarely be consciously antagonistic but may, sometimes, respond in a tactless way
- Tom Sample prefers a specialist approach to his interaction with callers

### **Imparting Information**

- Tom Sample is a competent, confident and factual communicator
- He will be able to impart technical or specialist information logically and with flair
- His communications will be conducted at a fast pace and will be both convincing and enthusiastic
- Tom Sample is a good promoter of images, concepts, his organization and himself

### **Problem Solving**

- Tom Sample prefers to act in a consulting capacity rather than as a decision-maker
- He is a perfectionist. This fact may delay him finding solutions
- Tom Sample backs up his suggested solutions with all the available supporting information
- He demonstrates a high degree of persuasiveness, activity and diplomacy

### **Demonstrating Persistence with Sensitivity**

- Tom Sample is, at times, not particularly sensitive to his peers
- He will concede when directly challenged or confronted
- He will certainly prefer to work in a non-antagonistic environment
- He can become bored if he is not regularly involved actively, with others

### **Response to Peak Work Loads**

- Tom Sample may be more concerned with popularity than tangible results
- He can often talk himself out of demanding assignments
- He may also allow himself get bogged down in unnecessary detail
- He can be an impetuous decision-maker when under pressure
- In order to fully understand Tom Sample's response to pressure, we suggest that reference is made to the comments contained in the "Behavior Under Pressure" paragraph within the basic PPA Report

### **Managing Aggression and Unreasonable Clients**

- Tom Sample will use his positive and optimistic personality to overcome unreasonable claims
- He has the ability to solve both human problems and technical issues
- If in a conflict situation, Tom Sample will revert to rules and procedures in support of his stance
- Tom Sample will use information, data and detail, coupled with his persuasive manner to reassure aggressive callers

### **Proactively Promoting Products, Services and Concepts**

- Tom Sample has a most persuasive presentation style
- He can be verbally communicative and physically demonstrative
- He has a high social drive
- For a more thorough description of his communication and promotional capabilities, we recommend that the "Sales Summary" be prepared for Tom Sample.

### **Summary**

Tom Sample is a highly social individual. He prefers to influence verbally with specialist advice. He can cope with detail but prefers variety of task. Tom Sample seeks to avoid confrontation, preferring a more friendly, participative and democratic environment. He has a high level of restless energy and a strong need for variety of tasks.

His behavioral style will, we believe, be too cautious, conservative and erratic for outbound call center positions and could possibly be lacking in patience, stability and self-control for inbound call center activities.

## Graphs & Scores

Mr. Tom Sample

	I	II	III
D	4	11	-7
I	7	5	2
S	7	10	-3
C	3	4	-1

I  
Work Mask

II  
Behavior under pressure

III  
Self Image

**D I S C**

**D I S C**

**D I S C**

