



Role-Specific Solutions

Customer Service

The Customer Service solution measures characteristics associated with specific customer service skills. It is useful for positions **focused on helping customers**, including customer service representatives, call center representatives, customer service specialists, and customer assistants.

- **Comprehensive:** Evaluates five areas important to customer service success.
- **Customizable:** Allows you to assess what is most important for your business and your culture.
- **Detailed:** Reports provide hiring recommendations, test results and interpretations, developmental plans, and interview questions.

Also available!

Streamline your process: The InVista Small/Medium Business Office and Administrative solution evaluates personality and work values in just 20 minutes!

Purpose	Measures customer service skills
Use with	Customer service and call center representatives and customer service specialists
Time	30 minutes
Mobile	Yes
Measures	Personality, work values, biographical data, judgment
Includes	Hiring recommendations, interview guides, and developmental plans

Report Examples

Hiring recommendations

An overall score that provides a snapshot of the candidate's fit for the position.

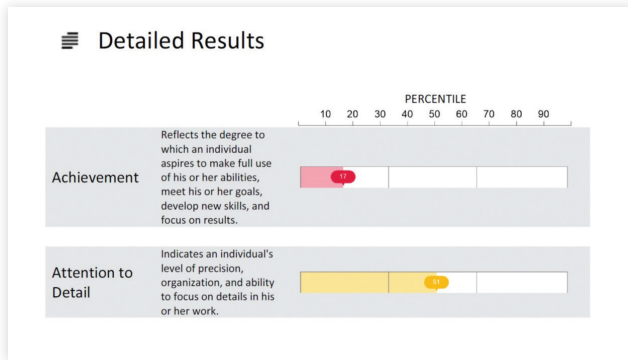
Candidate Report



The Overall score is a combined summary of each of the domains critical to this role. It represents the single best indicator of overall performance on the assessment and signifies the likelihood of success in the position.

Candidate report

Includes detailed results and interpretations for each area tested.



Score Interpretation

Achievement

This candidate is likely to be less focused on results than others. John Sample is less likely than most to enjoy using individual abilities and skills to complete tasks, and as a result he or she is less likely to obtain a sense of accomplishment from producing high-quality work.

Attention to Detail

John Sample may or may not possess considerable attention to detail. He or she may also not check over work before completing a task, pay attention to small details, or catch errors others may have missed. This candidate may or may not have the potential to excel at tasks that require precision.

Development report

Includes detailed interpretations for each essential area. Also includes a developmental plan to help employees build on identified strengths and address weaknesses.

Development Plan

Achievement

- Seek out a trusted manager, mentor, or colleague to provide feedback about your overall performance and the skills and abilities you need to develop. Ask about upcoming projects that may be a good fit for your current developmental needs.
- Set SMART (specific, measurable, attainable, relevant, and timebound) goals with a trusted manager, mentor, or colleague. Plan regular meetings with this trusted individual to receive feedback, reflect on your current goals, and set new goals.

Attention to Detail

- Build time into your work process to ensure you check your work to ensure quality. Adding an extra cushion of time into your process will safeguard against any errors that may come to light when reviewing your work.
- Recognize that you will be evaluated by your coworkers and managers on the basis of your work quality. Have a friend or trusted peer look over your work and give you feedback. You can also ask your manager for tips to ensure your work is meeting performance standards. Keep an open mind when receiving constructive comments and work to implement changes based on performance feedback.
- After completing an assignment, give it some space. Work on something else or take a quick walk before coming back to double-check the details. You are much more likely to notice mistakes after a break.

Interview guide

Provides specific questions so you can rate a candidate's skills and abilities during an interview.

Achievement

Definition: Reflects the degree to which an individual aspires to make full use of his or her abilities, meet his or her goals, develop new skills, and focus on results.

Q: Imagine customers are experiencing long wait times to receive information or have their complaints resolved. How would you increase the rate at which customers are helped? How would your abilities help you accomplish this task? What would you expect the results to be?

Proficiency level	Criteria
Level 5: Excellent	<ul style="list-style-type: none"> Provided a detailed example of using his or her abilities to increase productivity effectively while still providing excellent customer service. Provided clear examples that indicated he or she would not need assistance from coworkers. Demonstrated a strong, consistent focus on the results of his or her actions.
Level 4: Good	<ul style="list-style-type: none"> Provided a detailed example of using his or her abilities to increase productivity while still providing good customer service. Provided examples that indicated little or no assistance would be needed from coworkers. Demonstrated a focus on the results of his or her actions.
Level 3: Average	<ul style="list-style-type: none"> Provided a reasonable example of using his or her abilities to increase productivity while still providing acceptable customer service. Provided examples that indicated occasional assistance would be needed from coworkers. Demonstrated a general focus on the results of his or her actions.
Level 2: Fair	<ul style="list-style-type: none"> Provided a sufficient example of using his or her abilities to increase productivity while still providing minimal customer service. Provided examples that indicated consistent guidance would be needed from coworkers. Demonstrated minimal focus on the results of his or her actions.
Level 1: Poor	<ul style="list-style-type: none"> Was unable or struggled to provide a sufficient example of using his or her abilities to increase productivity while providing customer service. Provided examples that indicated close guidance would be needed from coworkers. Demonstrated little to no focus on the results of his or her actions.

Notes: