

AccuVision

CALL CENTER SIMULATOR SYSTEM

AlignMark

APPLICANT

Feedback Report
For

Optima 5

RESULTS

6 out of 10 people
with the same score as
Optima 5
have been successful in performing
their telebanking jobs.

The AccuVision Call Center Simulator System measures customer relations and sales abilities, data in putting accuracy, math ability, and job fit. It included a test skills in the areas of initiating action and doing more than simply responding to requests, interacting in a polite and courteous manner, acting on potential sales opportunities, asking appropriate questions to facilitate the sales process, and recommending products/services that are consistent with customers' needs. Technical knowledge and experience of the applicant are not measured by the system and are not considered when compiling the information in this report. This individual's overall performance is based on his/her specific responses to the situations presented in the AccuVision assessment.

(Feedback Report for Optima 5)