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ContactCenterPro™

Contact Center Snapshot



for Sample Person May 26, 2014

Recommendations

Sales

Sales and Service

Service Only



Proceed
5.0

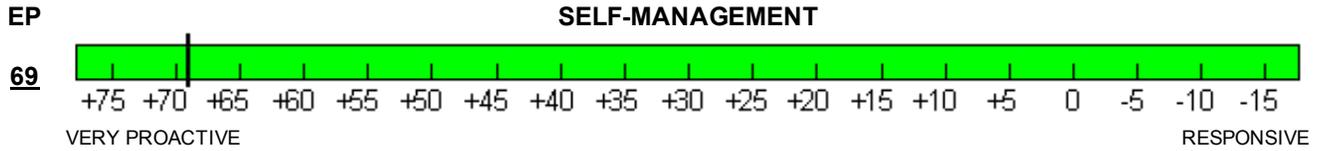
Proceed
4.0

Proceed with Caution
3.0

ContactCenterPro™ (CCP™) Scoring

CCP™ Score	Sales		Sales & Service		Service Only	
	Formula	Score	Formula	Score	Formula	Score
EP=69	If EP greater than 50 If EP in range 20 to 50 If EP less than 20	5 4 3	<u>5</u>	If EP in range 20 to 50 If EP greater than 50 If EP less than 20	5 4 4	<u>4</u>
MP=17	Subtract .5 if: MP greater than 20 or MP less than -10	-	-	Subtract .5 if: MP greater than 20 or MP less than -15	-	-
IP=-11	Subtract .5 if: IP greater than 10 or IP less than -30	-	-	Subtract .5 if: IP greater than 10 or IP less than -30	-	-
PO=39	Subtract 1 if: PO less than 0	-	-	Subtract 1 if: PO less than 0	-	-
AO=-10						Subtract 1 if: AO less than 0 <u>-1</u>
SC=57 LM=74	Subtract 1 if: SC less than 25 or LM less than 25	-	-	Subtract 1 if: SC less than 25 or LM less than 25	-	-
NSP=66	Subtract 1 if: NSP less than 25	-	-			
EQ=85	Subtract 1 if: EQ less than 55	-	-	Subtract 1 if: EQ less than 55	-	-
UC=32	Subtract .5 if: UC greater than 45 Subtract 1 if: UC greater than 60	-	-	Subtract .5 if: UC greater than 45 Subtract 1 if: UC greater than 60	-	-
Science Score	Sales	5.0	Sales & Service	4.0	Service Only	3.0

Summary of Scales and Interview Suggestions



Sample would be described as very assertive, competitive and goal oriented. He has the potential to become a very strong self-manager who will be able to work within general guidelines and with minimal documentation and supervision. He will be able to motivate himself and prefers to evaluate his own performance with little feedback from management. When he is comfortable with his role, he will be able to handle most situations on his own and will be able to monitor and manage his own daily activities. Sample has the potential to be effective in a variety of situations including unfamiliar ones.

* Strong self-managers can be too strong for some customer care cultures and management styles and can be retention risks. It is important to match him with a capable manager who will facilitate for him rather than micro-manage him.

Interview Suggestions

- Outline a situation in which you had to develop a plan and follow it to completion.
- Outline a similar situation where you had to follow someone else's plan.
- What were the advantages of each situation? Which situation suited you best?
- Have you ever been in a situation where you were selling? What happened?



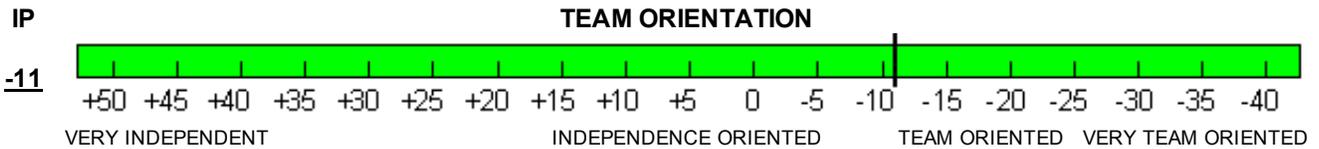
Sample is balanced between being relatively challenge oriented and providing a meaningful service to people. His motivational profile is similar to those people who like to achieve their own goals regularly while working toward their longer term objectives. Sample would normally demonstrate a sense of urgency and would operate most effectively in an environment that includes regular challenge as well as routine functions.

Sample's motivational profile will allow him to be effective in a sales and service role where there are consistent, achievable targets.

Interview Suggestions

- Outline your goal setting process.
- How do your short-term goals lead to your long-term goals?
- Describe some of your most recent achievements.
- Who set the goals that you reached? Were you part of the process?
- Describe a situation where you helped a customer make a decision on purchasing a product or service. Did you perform well?

Summary of Scales and Interview Suggestions (cont'd)

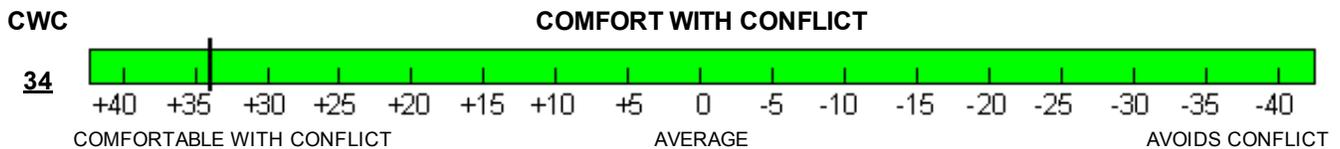


Sample would be described as cooperative, obliging and conscientious. He would function effectively in a system which is well-organized but allows for individual initiative. He will accept a script during initial training but may expect some room for adaptation after gaining the relevant experience. He would be expected to integrate with existing systems and work well with a group of peers who are similar in nature.

Sample will function effectively in a structured, well-scripted process which is designed to deal with customer care issues. He would be helped by an effective process that integrates service and sales issues during customer contact.

Interview Suggestions

- Describe the work environment that you found most suitable. Why does it work for you?
- How much structure are you willing to accept in a customer care role?
- Outline a situation where you worked in a very unstructured environment. What did you do to improve the situation?
- Describe a situation where you were forced to develop new procedures. Were they implemented as new procedures?

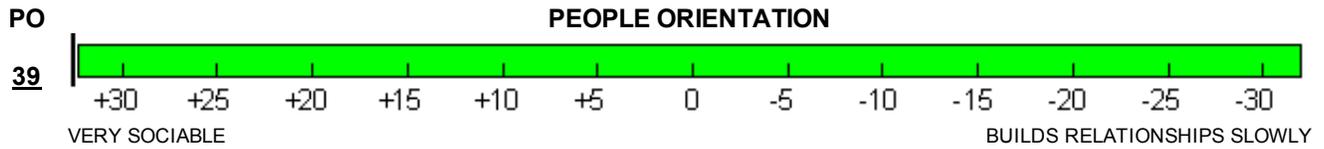


Sample has the potential to be quite comfortable in situations where there is conflict such as an angry or disgruntled customer. His comfort with conflict can be a strength in situations where conflict is a common occurrence or there is ongoing tension that may require his intervention. People with Sample's level of comfort with conflict may even occasionally create conflict to further their own goals or to enhance performance..

Interview Suggestions

- Describe a situation where you had to deal with an angry customer.
- Why was the customer angry? How did you resolve the issue?
- What did you learn from the situation?
- What strategies have you used to avoid conflict?

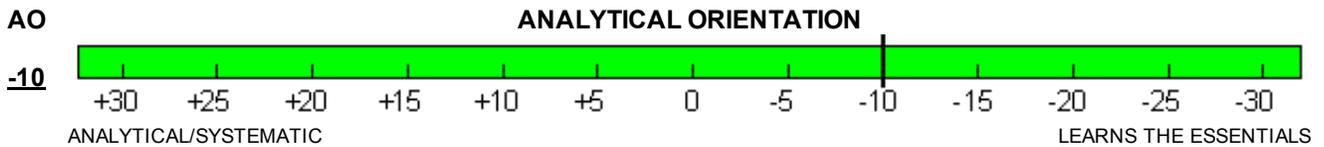
Summary of Scales and Interview Suggestions (cont'd)



Sample is extremely sociable, cheerful, friendly and outgoing. He is enthusiastic and a fluent talker who is able to build relationships easily. He is quite comfortable with other people. He will be able to work well in an environment where there is regular contact with new customers and should be able to represent the organization well.

Interview Suggestions

- Describe a presentation that you gave to a group of people.
- What did you enjoy about it? What would you do differently next time?
- Evaluate your strengths as a communicator. How will you be able to use your strengths in a customer care role?
- What areas would you like to improve?

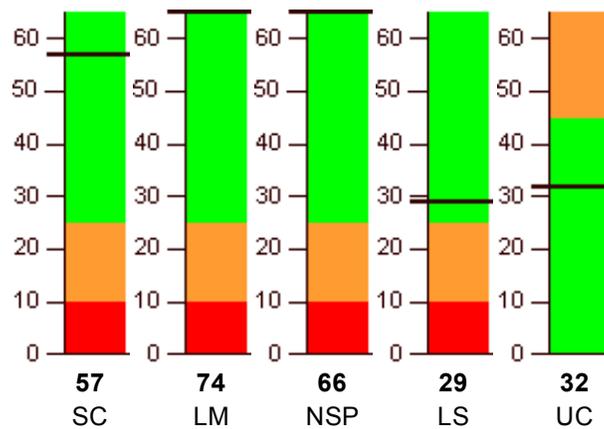


Sample will learn what is necessary to do the job effectively but would prefer to avoid highly technical issues. He is unlikely to be motivated by solving technical problems or seeking out intellectual and conceptual challenges unless they have a practical application. He is more likely to reach his full potential in a less technical environment reviewing the general needs of customers and referring them to the suitable solution provider. He would prefer to avoid detail and work on the macro level issues.

Interview Suggestions

- Describe the most demanding technical job which you have had.
- What did you enjoy about it? What did you not enjoy?
- How do you keep informed about changes in our industry?

Attitudes and Opinions



Self Confidence (SC)

Sample demonstrates high levels of confidence at this time.

Lifestyle Management (LM)

Sample demonstrates very effective habits and approaches to managing his lifestyle.

Networking & Self Promotion (NSP)

Sample has a very positive attitude about sales, networking and managing rejection.

Listening Style (LS)

Sample is likely to listen to others attentively which will enable him to better understand and relate to their needs .
Sample's strong approach to listening should help him in developing good interpersonal relationships with clients.

Uncertainty Coefficient (UC)

Sample has an acceptable score on the UC scale indicating that he is not answering in a socially desirable manner. His answers on the attitude scales tend to be reliable.

SUMMARY OF SCORES

