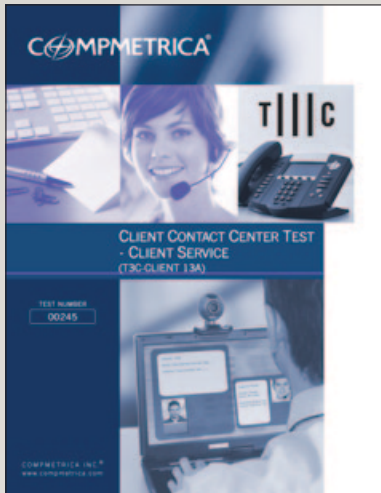


# COMPMETRICA Client Contact Center Test



The **Client Contact Center Test (T3C)** is designed to measure the competencies essential to the completion of tasks performed by employees working in client contact centers also known as call centers. The test contains a core module and three additional modules focusing on competencies associated with client service, sales and collections activities. The test measures up to seventeen (17) different competencies, depending on the specific modules chosen based on the targeted job profile. The test can last between fifty (50) and seventy-five (75) minutes and it can be administered online. The T3C results may be used either as part of a hiring process or for competency development.

## Description

- The test contains a core module and three specific modules that measure the competencies associated with the following activities:
  - Client Service
  - Sales
  - Collections
- The core module and the three additional modules of the T3C can be combined to create up to six different versions of the test, depending on the specific needs.
- The six test versions contain between eighty (80) and one hundred and twenty (120) questions, based on the specific combination of modules that was chosen.
- The T3C measures up to seventeen (17) different competencies, depending on the specific combination of modules that are targeting different job profiles.

## Targeted Clientele

Any organization wishing to assess candidates for positions in a client call center in the following field: sales, client service or collections.

## Conditions

### Duration

- Between fifty (50) and seventy-five (75) minutes depending on the specific combination of modules chosen.

### Correction Time

- Paper-Pencil Administration: Two (2) business days
- Web Administration: Instant report

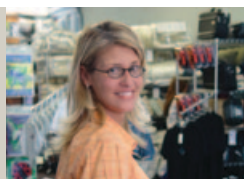
### Available Languages

- English
- French

## Qualification Level

### Level B:

- Be responsible for the assessment process of candidates in your organization ( e.g., employed by the Human Resource Department or hold a management position).
- Work for a consulting firm specializing, among other things, in personnel assessment.



## Available T3C versions and evaluated COMPMETRICA competencies

### Available T3C versions

Please consult the different T3C versions that candidates may take:

- Client Contact Center Test - Client Service (T3C-CLIENT)
- Client Contact Center Test - Sales (T3C-SALES)
- Client Contact Center Test - Collection (T3C-COLL)
- Client Contact Center Test - Client Service & Sales (T3C-CLIENT-SALES)
- Client Contact Center Test - Client Service & Collection (T3C-CLIENT-COLL)
- Client Contact Center Test - Client Service, Sales & Collection (T3C-CLIENT-SALES-COLL)

### Evaluated COMPMETRICA competencies

The competencies assessed by the T3C are:

