

IKM CallCenter

Assessments designed to produce a comprehensive profile of skills and knowledge of candidates and employees of a modern day Call Center

IKM's Knowledge Measurement solutions allow organizations to recruit superior candidates and evaluate the impact of employee training and education programs through software-based assessments. IKM CallCenter is a suite of assessments to provide a powerful, comprehensive and flexible solution for measuring Call Center skills and knowledge.

IKM CallCenter

Hiring and retaining people with the right skills is key to success in the modern day call center. IKM CallCenter offers a broad selection of standard and customizable assessments including:

- Customer service skills
- Sales skills
- Audio data entry speed and accuracy
- Data analysis and cross-referencing skills
- International Spelling, grammar, vocabulary
- Telephone skills
- Coding

“ We have increased the quality with every hire and reduced turnover among our Call Center representatives to just 8% ”

Coleen Farquharson,
Team Leader of Recruiting, Direct Energy Essential Home Services

Unique Customer Service Assessments

Call Centers have become a major part of how an organization interacts with its customers. It is critical to have competent, professional and efficient call center professionals to represent the organization's image and reputation. IKM CallCenter offers simulation-based assessments using unique adaptive technology that provides a detailed analysis of a candidate's skills, in the shortest amount of time.

The assessments use multimedia recreations of call center telephone interactions to provide a real-world customer service setting. The candidate has to demonstrate his or her customer service ability to solve problems and provide information, as they would have to do on the job.

- Create your own assessments or mix and match existing assessments to meet your specific needs
- Powerful reporting at candidate or assessment level
- Can be accessed from any computer in a supervised or remote environment
- Uses real-world simulations of a call center

Powerful Customization

IKM recognizes that not all businesses are the same. Call Center skills that are required by one firm may differ from another. IKM provides advanced assessment customization ensuring that all tasks and disciplines may be covered in a single assessment. IKM's easy to use administration function allows the user to:

- **Customize existing assessments by drawing from IKM's database of questions**
- **Develop new questions to be added to standard assessments**
- **Develop 4 types of response formats**
 - Multiple-choice
 - True-false
 - Fill-in-the-blank
 - Matching

Easy Reporting

IKM CallCenter reporting presents important data in easy-to-understand formats. This powerful reporting capability allows the analysis of a candidate's performance, all at the click of a mouse. A results profile can easily be displayed for a single candidate, or all candidates who have taken a particular assessment.



Ease of Access

IKM Knowledge Measurement solutions can be accessed from any computer with an Internet connection, permitting assessment taking in the office, home, or from remote locations. This allows the flexibility of having assessments available at the convenience of the assessment-taker, or in a supervised environment when a higher degree of security for results integrity is required.

Available Assessments

IKM has extensive assessments and question combinations available to choose from that are constantly being updated and extended to ensure existing and future Call Center skill requirements are accommodated. For the most up to date assessment packages visit <http://ikmnet.com/available>. In addition to IKM Clerical, a sample of IKM CallCenter assessments include:

- **Call Center: Service, Data Analysis, Sales, Coding, Telephone Skills**
- **Call Center Scenarios: Customer Service, Customer Sales**
- **Data Entry: Sales Leads, Sales Orders**
- **Spelling: Audio, Geography**

Other IKM Solutions

IKM's Knowledge Measurement solutions include assessments on the widest range of competencies in Microsoft Office, clerical, medical, legal, call center, accounting, behavioral, computer literacy, IT, food services, retail sales and light industrial areas.

Working in Partnership

IKM works with organizations in partnership to ensure they are better positioned to make informed decisions on recruitment and employee training programs.

Contact IKM Regional Offices to begin the process of enhancing workforce knowledge management across the enterprise.

IKM Regional Offices

<http://ikmnet.com/contact>