

# Call Centre Audits

**Private & Confidential**

**04/08/2008**

**Mr. Thomas Sample**

|   | I | II | III |
|---|---|----|-----|
| D | 7 | 5  | 2   |
| I | 4 | 3  | 1   |
| S | 8 | 6  | 2   |
| C | 4 | 8  | -4  |

## **Basic Characteristics**

Thorough, independent, friendly, amiable, kind, tenacious, communicative, industrious, opinionated, hard-working, forceful, dependable

## **Understanding and Responding to Client Needs**

- Mr. Sample is thorough, friendly and sincere
- He is a good listener and a relaxed communicator who will strive to understand clients' needs fully
- His steady approach will ensure full understanding before any action is taken or recommended
- He can be assertive when necessary but will normally come across as kind, supportive and caring
- He has the ability to develop trust in those with whom he works

## **Imparting Information**

- He is a natural and competent all round communicator
- Indications are that Mr. Sample is patient and thorough and should be able to assist others in understanding complex information
- Mr. Sample's thoroughness may irritate more active listeners
- He places a great deal of importance on a systematic and direct communication style
- If he is not totally familiar with all the facts, he will not hesitate to say so

## **Problem Solving**

- Mr. Sample is dependable and persevering and will see problems through to its conclusion
- He will research in detail so as to fully understand the problem before recommending a solution
- He can be forceful and persistent in resolving problems
- Mr. Sample is by nature a good communicator and will ensure that those involved are fully informed at all times

## **Demonstrating Persistence With Sensitivity**

- Mr. Sample is serene, sensitive and poised and has the ability to reassure his clients
- Order, loyalty and sincerity are an integral part of his personality
- His assertive yet kind and accommodating nature will encourage people to accept his recommendations

- He will tend to be systematic and caring at all times

### **Response to Peak Workloads**

- Mr. Sample will resist, and possibly even resent, being hurried
- He prefers to complete one task at a time, without unnecessary interruptions
- He dislikes unplanned change and will rely heavily on proven procedures when burdened with exceptional work pressures
- Mr. Sample will keep a level head when pressurized, putting people's feelings and interests first
- However, his assertiveness will become evident if pressures are unreasonable

### **Managing Aggression and Unreasonable Clients**

- Mr. Sample's sincere and friendly approach will, in most instances, reduce levels of irritability and aggression
- His good communication and excellent listening skills will be a real asset in contentious situations
- He will attempt initially to assert himself by persuasion, but with continued confrontation he may become impatient and less accommodating
- He has strong opinions and will defend them stubbornly and assertively when challenged unreasonably

### **Proactively Promoting Products, Services and Concepts**

- Mr. Sample will present and promote in a calm and well-ordered manner
- He will utilize his well-rounded communications and interpersonal skills to the fullest extent possible
- Mr. Sample can be very persuasive and determined in his promotional activities
- As a result of his strong goal-orientation, he will persevere even with the most hesitant of clients

### **Summary**

Mr. Sample's kind, thorough, strong and friendly character should make him well suited to outbound call center and support functions. He may not feel as comfortable in an inbound call center environment.