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The goal of the call center assessment test is to help shortlist the right individual for the available position. The recruitment process is costly for employers. Therefore, companies are searching for an applicant whose test results suggest that he or she will thrive in a call center environment and become a long-term employee.

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Customer Service Skills Survey measures the test taker's understanding of and attitude about customer service practices. This survey is designed to measure the customer service aptitude of any customer service representative and may be administered to those who deal with internal or external customers such as customer service, technical support or retail sales workers.

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