



## SELECT for **Call Centers**

### **SELECT for Call Centers**

helps to identify telephone sales & service associates who:

Display a positive, confident attitude

Show customer sensitivity

Overcome objections and make recommendations

Lead customers effectively to a close

Are optimistic and resilient

Show a genuine desire to sell



## SELECT for Call Centers



### IDENTIFY

Three separate tests tailored to your call center needs:

- ▶ Inbound Service
- ▶ Inbound Sales
- ▶ Outbound Sales
- ▶ Inbound and Outbound Sales Combo

## MEASURES

key personality dimensions

### INBOUND SERVICE

**Positive Service Attitude**  
Favorable view of customers and the service role

**Energy**  
Active and productive

**Accommodation to Others**  
Willing to meet the needs of other people

**Acceptance of Diversity**  
Tolerates others different from self

**Frustration Tolerance**  
Emotionally optimistic and resilient

**Integrity**  
Strong work ethic

### INBOUND SALES

**Productive Attitude**  
Faith in self and positive outlook on others

**Energy**  
Active and productive

**Accountability**  
Takes personal responsibility for results

**Influence**  
Enjoys persuading callers and leading the conversation

**Social Comfort**  
Puts others to ease

**Frustration Tolerance**  
Emotionally optimistic and resilient

**Preference for Structure**  
Enjoys following procedures and guidelines

**Integrity**  
Strong work ethic

### OUTBOUND SALES

**Productive Attitude**  
Faith in self and positive outlook on others

**Energy**  
Active and productive

**Multi-tasking Ability**  
Enjoys handling several different task at once

**Accountability**  
Takes personal responsibility for results

**Assertiveness**  
Interpersonal forcefulness

**Social Comfort**  
Puts others to ease

**Diplomacy**  
Tact in handling people

**Acceptance of Diversity**  
Tolerates others different from self

**Frustration Tolerance**  
Emotionally optimistic and resilient

**Criticism Tolerance**  
Can accept critical feedback

**Integrity**  
Strong work ethic

### The Survey is....

**Simple** to administer and score

**Short** (15 minute administration time)

**Easy** to customize and validate for your organization

**Internet Ready** for greater flexibility



136 W. Main St., Suite 200  
Leola, PA 17540  
Phone: (717)656-4632  
www.Super-Solutions.com