Brainbench
EMPLOYMENT TESTING

Quick List Reference for Call Center Positions

Brainbench offers a full array of assessment products to address the unique needs of Call Centers. Typically, a carefully organized assessment program can reduce voluntary turnover by 25 percent or more, resulting in significant savings from wasted training dollars and increased recruiting costs. For outbound call centers, the key is to hire people that can produce higher sales per hour.

We recognize that no call center is the same. Our products can be easily organized to meet your unique needs.

The following lists highlight the specific assessment products available. For additional information on each type of assessment, please refer to the respective section for that assessment type.

Pre-Hire Personality Assessments

Pre-hire Personality Profile for Customer Service
Pre-hire Personality Profile for Customer Service (Spanish)
Pre-hire Personality Profile for First-Line Supervisor
Pre-hire Personality Profile for Outbound Call Center

Pre-hire Personality Screen For Customer Service
Pre-hire Personality Screen For Customer Service (Spanish)
Pre-hire Personality Screen For Outbound Call Center
Pre-hire Productivity Index For Customer Service Representative
Pre-hire Productivity Index For Outbound Call Center

Employment History (Biodata) Assessments

Employment History Survey For Hourly Workers
Employment History Survey For Hourly Workers (Spanish)

Coaching & Leadership Personality Assessments

Career Interest Inventory
Career Interest Inventory (French)

Career Interest Inventory (Portuguese)
Career Interest Inventory (Spanish)
Career Interest Inventory (Swedish)

Computer Software Simulation Assessments

MS Excel 2000 Fundamentals Simulation
MS Excel 2002 Fundamentals Simulation
MS Excel 2003 Fundamentals Simulation
MS Outlook 2002 Fundamentals Simulation

MS Windows 2000 Fundamentals Simulation
MS Windows XP Fundamentals Simulation
MS Word 2000 Fundamentals Simulation
MS Word 2002 Fundamentals Simulation
MS Word 2003 Fundamentals Simulation

Knowledge, Skills, and Abilities Assessments

Computer Fundamentals (Mac OS 8.6)
Computer Fundamentals (Mac OS X 10.4)
Computer Fundamentals (Mac OS X)
Computer Fundamentals (Win 2000)
Computer Fundamentals (Win 95/98)
Computer Fundamentals (Win XP)
Consumer Products Industry Knowledge (U.S.)
Customer Assistance
Data Entry Alphanumeric
Diversity Awareness (U.S.)
English Listening Comprehension (U.S.)
English Writing Exercise
Interpersonal Communications
Listening Comprehension - English (UK)
Listening Skills
Lotus 1-2-3 9.5
Lotus 1-2-3 97 Essentials Simulation
Lotus 1-2-3 97 Simulation
MS Excel 2003
MS Excel 97 Essentials Simulation
MS Excel 97 Simulation
MS Office 2002 Fundamentals
MS Office 2003 Fundamentals

MS Outlook 2000 Essentials Simulation
MS Outlook 2000 Simulation
MS Outlook 2002 Essentials Simulation
MS Outlook 2002 Simulation
MS Outlook 2003 Fundamentals
MS Windows 2000 Simulation
MS Windows 2000 Spanish Simulation
MS Windows 98 Simulation
MS Windows XP Essentials Simulation
MS Windows XP Simulation
MS Word 2000
MS Word 2000 Essentials
MS Word 2002 Fundamentals
MS Word 2002 Simulation
MS Word 2003
MS Word 2003 Essentials Simulation
MS Word 2003 Simulation
MS Word 97
MS Word 97 Essentials Simulation
MS Word Pro 9.0 Essentials Simulation
MS Word Pro 9.0 Simulation
Math Fundamentals
Outbound Sales Skills
Problem Solving - Qualitative

Problem Solving - Quantitative
Public Relations Industry Knowledge (U.S.)
Reading Comprehension - Chinese
Sales Concepts (U.S.)
Solution Selling
Spoken English Test
Spoken English Test
Spoken Spanish Test
Spoken Spanish Test
Telecommunications Industry Knowledge
Telephone Etiquette
Time Management (U.S.)
Typing Speed & Accuracy
WordPerfect 8.0 Essentials Simulation
WordPerfect 8.0 Simulation
WordPerfect 9.0 Essentials Simulation
WordPerfect 9.0 Simulation
Written English (U.K.)
Written French
Written German
Written Italian
Written Portuguese
Written Russian
Written Spanish

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