



PMaps Customer Service Assessment

*Build a Skilled Customer
Service Team for Success with
the Right Recruitment*

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PMaps Customer Service Assessment

Unlock the potential of exceptional customer service with our assessment. Identify and develop key competencies for delivering outstanding experiences. Build a customer-centric team that drives satisfaction and business success.

Experience our **Customer Service Assessment** firsthand by taking a sample test

[SAMPLE TEST](#)

Device Compatibility



Test Details



Test Time:
18 mins



No. of Questions:
12



Reliability:
.81



Type of Questions:
Visual Based SJT

Benefits



Increased Efficiency



Personalized Customer Experiences



Improved Service Quality



Enhanced Customer Satisfaction



Targeted Training and Development

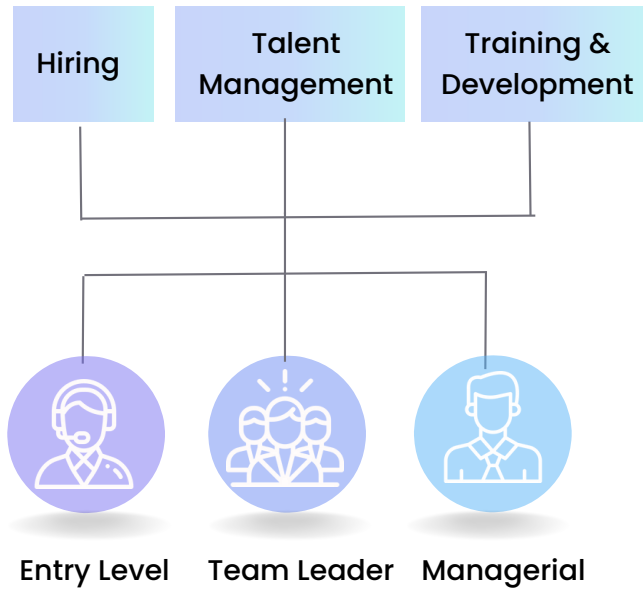


Reduced Employee Turnover



Reduction in Customer Complaints and Escalations

Job Levels



Industry job roles

- **Retail industry:** Customer service representatives, sales associates.
- **Hospitality industry:** Front desk agents, concierge, waitstaff.
- **Call center industry:** Customer service agents, support representatives.
- **E-commerce industry:** Customer support specialists

Improve Industry Metrics

- ▶ Customer Satisfaction
- ▶ First Contact Resolution (FCR) Rate
- ▶ Average Call Handling Time (ACHT)
- ▶ Net Promoter Score (NPS)
- ▶ Customer Retention Rate
- ▶ Customer Lifetime Value (CLTV)

We Assess

- **Empathy**

Understanding and empathizing with customers' emotions.

- **Adaptability:**

Handling changing customer needs and dynamic environments.

- **Domain Knowledge:**

Understanding products/services for accurate information.

- **Communication Skills:**

Interacting and conveying information effectively.

- **Conflict Resolution:**

Resolving customer conflicts effectively.

and many more competencies from our bank of 70 competencies.



Features

Assessment

- Globally-validated
- Easily Customizable
- Language Agnostic and Visual-based
- Real-life simulations
- Highly Reliable and Validated

Platform

- User-friendly interface
- Advanced analytics
- Real-time tracking
- Customizable and In-depth reporting
- Seamless integration



Our HRMS Integrations



veremark.

ORACLE



peoplestrong

keka

and many more..

Testimonial

“

The Customer Service Assessment by PMaps transformed our hiring process. It identified top performers, leading to improved customer satisfaction and loyalty. Highly recommended!"

”

-- says Preeti Shirke - Head
Recruitment (Teleperformance)

About Us

Welcome to PMaps! We revolutionize talent evaluation with advanced technology and data-driven assessments. Our Quick, Fun-based language-agnostic platform ensures accurate insights into candidates' fitment.

Shape your organization's success by making smarter talent decisions with PMaps.

Contact Us

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