



# Test Descriptions

# Office Skills Testing

## Keyboarding/Data-Entry

### Keyboarding

This Keyboarding Speed and Accuracy test is a job-related, cutting edge measure of a person's ability to quickly and accurately enter text that is presented onscreen. Realistic to a modern business setting and contains many unique features that differentiate it from more traditional keyboarding tests currently being offered including:

- Character balanced
- Numerals
- Symbols
- Acronyms
- Punctuation marks
- Words with repeated letters
- Long and short sentences
- Long and short words
- Title case words
- Use of familiar words
- Website addresses
- Email addresses
- Business terminology
- Package tracking codes

### Data Entry

Measures speed and accuracy of alphabetic and numeric vendor data entry, including addresses and telephone numbers. Three different types of data entry tests are offered, each with a different mix of alpha vs. numeric characters. Organizations can match the data mixes to that of their own work environment.

### 10-Key

Measures speed and accuracy of numeric data entry using a numeric keypad.

## Clerical

### Alphabetic Filing

Test takers assign correct filing names to a group of files and then sort them in a computer-simulated filing cabinet. Requires the ability to alphabetize as well as to follow rules.

### Numeric Filing

Test takers determine the correct consecutive filing order for numeric records. Number recognition is the fundamental ability required for this test.

### Proofreading

Test takers proofread a document, correcting errors in:

- Grammar
- Spelling
- Capitalization
- Punctuation
- Possessives
- Abbreviation
- Number Usage



### Reading Comprehension

Measures the ability to read paragraphs of information and then to answer questions regarding the content in order to display comprehension of those passages.

### Sentence Clarity

This test measures an applicant's ability to identify clearly-written passages. An ability to articulate fundamental information and to recognize such is necessary for successful completion of this test.

### Spelling

Measures the ability to properly spell and use homonyms (words that sound alike but have different meanings according to the way they are spelled) according to the context in which they are being used. Words are presented, in context, via audio, and applicants are expected to provide the correct spelling of the words.

## Microsoft® Applications

### Microsoft® Word [Basic]

This test measures the ability to correctly modify and format a professional document in Microsoft® Word, including but not limited to the following functions:

- Creating Text
- Editing Text
- Page Format
- Tables References

### Microsoft® Word [Intermediate]

This test measures an intermediate skill level of Microsoft® Word, including but not limited to, the following operations:

- Tables AutoComplete
- Unique Headers Footnotes
- Bullets/Numbers Symbols/Pictures
- Sections Borders

### Microsoft® Excel [Basic]

This test assesses basic skill level of Microsoft® Excel including, but not limited to, the following operations related to data and text manipulation:

- Edit
- Sort
- Relocate
- Saving, Renaming
- Format

### Microsoft® Excel [Intermediate]

This test assesses an intermediate skill level of Microsoft® Excel including, but not limited to, the following operations:

- Sorting
- Renaming Worksheets
- Adding A Header
- Inserting Comments
- Creating/Moving Worksheets
- Unhide Rows
- Creating Charts

### Microsoft® Outlook

This test measures ability to navigate Microsoft® Outlook to measure various tasks including:

- Creating, viewing, moving emails
- Creating, organizing folders
- Calendar and appointments
- Outlook settings and tools menu options
- Signatures, blocked senders and junk mail

### Microsoft® PowerPoint

This test measures the test taker's ability to perform the following functions in Microsoft® PowerPoint presentation software including, but not limited to the following operations:

- Create New Presentations
- Add Hyperlinks
- Insert and Modify Graphics
- Change Background
- Modify, Transition, and Animate
- Add Speaker's Notes

### Microsoft® Access

This test measures ability to navigate Microsoft® Access to measure various tasks including:

- Modifying records
- Running queries
- Customizing table views

### Microsoft® Windows

This test measures ability to navigate Microsoft® Windows to measure various tasks including:

- Creating folders
- Opening files
- Modifying files
- Searching the desktop
- Changing computer settings

## Customer Service

### Customer Service: Telephone

Measures test taker's ability to listen and respond appropriately to incoming customer service telephone calls.

### Telephone Order Entry

This test is designed to determine whether a test taker can listen to and accurately enter information provided verbally. Basic data entry of information into a standardized order form, including customer names, addresses, phone numbers, and product orders delivered via audio.

### Applying Policies

Ability to understand information heard during a telephone call and then to appropriately apply the contents of written policies in response to the caller's issue/or concern. Requires comprehension and logic to apply rules consistently.

### Record Locating

Ability to locate information on a written list and to correctly/accurately respond using a keyboard. Requires character recognition abilities.

## Professional Specialty Tests (Legal & Medical)

These include separate legal and medical tests containing content similar to that encountered in the legal and medical professions.

### Legal Keyboarding & Medical Keyboarding

Keyboarding speed and accuracy with legal and medical industry content.

### Legal Terminology & Medical Terminology

These multiple-choice tests cover legal and medical terminology used by medical assistants, legal assistants and legal admins.

### Legal Proofreading & Medical Proofreading

Test takers proofread a document, correcting errors in:

- Grammar
- Possessives
- Spelling
- Abbreviation
- Capitalization
- Number Usage
- Punctuation

## Financial

### QuickBooks®

This test measures the ability to navigate Intuit® QuickBooks to measure various tasks including:

- Setting up vendors
- Sending emails
- Filtering payments
- Reconciling accounts

### Bank Deposit

Test takers prepare and record deposit slips and checks.

### Bank Reconciliation

Using basic mathematical abilities, test takers prepare bank reconciliation.

### Basic Math

Addition, subtraction, multiplication, and division.

### Petty Cash

Test takers maintain a petty cash fund.

# Contact Center Testing

C4 uses a progressively more difficult simulation that requires test takers to multi-task while completing functions common in the modern contact center.

## Tests include:

- Keyboarding
- Applying Policies
- Record Locating
- Basic Order Entry
- Customer Service Interaction
- Data Entry with Call Summarization
- Data Entry with Chat (Multi-tasking)
- Data Entry with Call Summarization & Chat (Multi-tasking with recall)

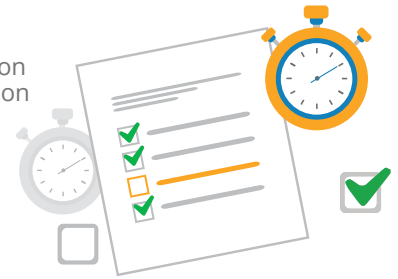
## Contact Center or Support Agent Job Duties

- Quickly identify the caller's problem/issue and immediately begin resolution
- Enter customer information (e.g., name, address, ID number, issue/problem, other comments) into the database
- Computer Use: use the keyboard to interface with the computer, read, analyze, navigate the screen, and comprehend customer information during a call
- Navigate the call by responding quickly and keeping the issue as the focus of the call
- Apply internal rules to various scenarios
- Sort through tables of customer information to locate the correct records as requested
- Respond to multiple customers at the same time using the telephone, internet chat, and/or email while maintaining focus on each customer's issue.
- Analyze information in the customer account history to aid in working with the customer to find resolution to their problem/issue
- Handle customers that have complex issues by taking their side, using charisma, and empathizing with them

## Key Agent Knowledge, Skills, Abilities, and Personal Characteristics (KSAPCs)

- Multi-tasking skills
- Emotional stability and patience
- Ability to enter alpha and numeric data in appropriate fields
- Knowledge and proper application of company information
- Typing and data entry skills
- Listening comprehension
- Ability to adapt

- Ability to extract information
- Customer service orientation
- Decision making skills
- Conflict resolution skills
- Ability to read notes
- Ability to write notes
- Conscientiousness



# Core KSAs

## Business Correspondence

The Business Correspondence assessment is designed to measure business-level writing style, format, and proofreading. Whether it be written documentation, email, or interoffice correspondence, knowing the accepted format, guidelines, and content for proper business correspondence is crucial for many jobs.

## Computer Skills

The Computer Skills assessment is designed to measure an applicant's knowledge and ability to operate a computer without damaging content or compromising computer or network security. Most occupations have some type of interaction with computers and the Internet.

## Industrial Measurement

The Industrial Measurement assessment is designed to measure an applicant's knowledge and ability to interpret measurement modalities; interpret tables, graphs and scales; and perform calculations and conversion based upon Standard units of measure. Organizations that require employees to take meter readings, convert measurements, or read blueprints and charts would directly benefit from hiring an employee with these knowledge and abilities.

## Language Arts

The Language Arts assessment is designed to measure an applicant's knowledge the fundamentals of grammar, spelling, and punctuation; and their ability to apply those knowledges by identifying correct responses and applying corrections to common errors. Organizations that require its employees to draft documents, transcribe dictations, write correspondences, or review existing documents would directly benefit from hiring an employee with these knowledge and abilities.

### Math Skills

The Math Skills assessment is designed to measure an applicant's ability to perform basic mathematical calculations. Organizations that require its employees to exchange money, perform inventory, perform conversions, or calculate expenditures would directly benefit from hiring an employee with these abilities.

### Mechanical Comprehension

The Mechanical Comprehension assessment is designed to measure an applicant's knowledge of mechanical and physical actions and reactions. Organizations that require employees to use gears, levers, pulleys, rig and utilize complex systems to lift, rotate, or move an object from one position to another, or establish cause and effect between mechanical elements would directly benefit from hiring an employee with these knowledge and abilities.

### Reading Comprehension

The Reading Comprehension assessment is designed to measure an applicant's ability to read, interpret, and draw conclusions from written passages. Organizations that require employees to review contracts, rules and regulations, detailed instructions; and then make use of the information would directly benefit from hiring an employee with these knowledge and abilities.

### Word Use & Vocabulary

The Word Use/Vocabulary assessment is designed to measure an applicant's knowledge and ability to correctly identify and select the appropriate word for a given situation. Organizations that require employees to draft emails or documents, edit written passages, or convey information to others via written text would directly benefit from hiring an employee with these knowledge and abilities.

### Accounting Oriented Math

The Accounting Oriented Math assessment is designed to test the applicant's knowledge and ability to solve basic mathematical equations, percentages, and arithmetic related to accounting. Specific knowledge includes calculating percent changes between measurement periods, converting between fractions and decimals, calculating net amounts, and completing compound interest tables.

### Public Sector Account Principles

The Public Sector Account Principles assessment is designed to test the applicant's knowledge and ability regarding the rules and methods for applying and utilizing accounting principles that pertain solely to the public/government sector. Specific knowledge includes classifying revenues and expenditures, budget laws, fund types, analysis of financial statements and conditions.

### Basic Accounting Principles

The Basic Accounting Principles assessment is designed to test the applicant's knowledge of accounting principles as defined by the Generally Accepted Accounting Principles (GAAP). This examination covers both public and private sector accounting. Specific knowledge includes definitions of accounting terminology, rules for adjusting and correcting accounts, and usage of the different types of financial statements.

## Soft Skills

Assess the office suitability and interpersonal competence of applicants entering an office working environment. The ENCOUNTER online video-based assessment is designed measure four critical workplace competencies:

### Interpersonal Competence

Includes several discreet soft skills and abilities, primarily:

- Listening and interpreting spoken communication.
- Gathering information, analyzing, and solving complex interpersonal problems that occur while performing the job.
- Applying appropriate and professional social skills while interacting with others.
- Being adaptable in various situations by demonstrating personal flexibility, building consensus, and making concessions to achieve work-related goals.

### Workflow Management

The ability to organize and plan workload and responsibilities and coordinate various tasks to complete achieve work-related goals.

### Teamwork

The ability to interact and work effectively with other employees, vendors, and customers who may be from varying socio-economic/ethnic, or other backgrounds.

### Customer Service Skills

Effectively interacting with customers by being helpful, polite, professional, and friendly, and applying a positive, willing attitude while addressing the needs or wants of the customer.

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