



CSP (Customer Service Profile)

Vitals

No. of questions: 74 plus additional questions

Question type: Situational and self-assessment

Estimated completion time: 30 minutes

Shorter versions of assessment: Not available

Purpose: This test will assess whether a test-taker's skills and personality traits match those required to work in the Customer Service field.

Application: HR testing (screening and training)

Features

A career in Customer Service is not for everyone. It requires strong people skills and the ability to adapt well to stress. This test will assess whether the personality traits and skills a person possesses match those required to work in this field. The score is composed of 3 sub-factors and 15 subscales.

Report includes:

Introduction to Customer Service: An overview of the skills and traits needed to work in the field of Customer Service.

General score: Customer Service aptitude score.

Results include an interpretation for 15 subscales, and the 3 sub-factors below:

- **Soft Skills:** Assesses a person's ability to effectively get along, and deal with, customers.
- **Psychological Strength:** Ability to cope with the ups and downs that are common in customer service, whether it's stress or difficult customers.
- **Work Habits:** Assesses the manner in which candidates comport themselves in the workplace, and their ability to complete tasks in a productive, thorough, and efficient manner.

Advice: Helpful tips to improve the test-taker's suitability for a career in Customer Service.

Contact Us

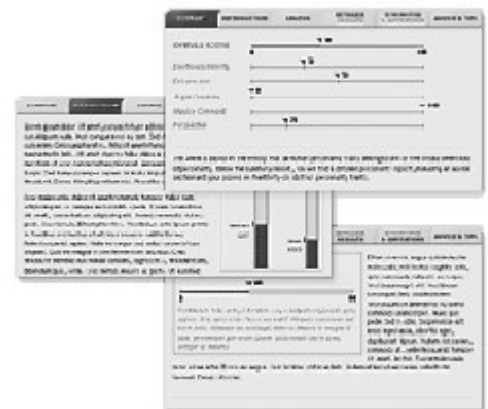
Telephone Toll Free: 1-888-855-6975

Email: konstantin@psychtests.com

The most common consumer pet peeve is the inability to interact with humans on the phone. Do you have what it takes to provide that "human touch"? Find out with this test.

Pricing: All tests available through ARCH Profile are priced on a per-use basis. Volume discounts are available.

For more information on pricing and any other queries, please see the contact info listed at the bottom of the page.



[View sample report](#)