CUSTOMER SERVICE REPRESENTATIVE II

Test Brochure

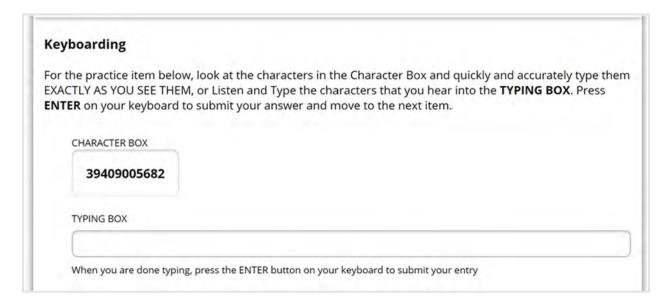**Customer Service Representative II (CSR II) Test Battery**

The CSR II test consists of various sections and simulations administered and scored in a computer-based format. The CSR II test was developed to aid in the selection of Customer Service Representatives at energy companies. Seven electric companies nationwide participated in the project to develop and validate CSR II, which was sponsored by the Edison Electric Institute (EEI). As part of the research effort, over 1,000 job incumbents took the test, and supervisors provided research-only performance ratings. This research resulted in a comprehensive test battery designed to predict candidates' chances of success in Customer Service Representative jobs.

The CSR II test consists of five components: self-description, keyboarding , a customer interaction simulation, a customer chat simulation, and an email inbox simulation.   The test takes approximately one and a half hours to complete with a maximum time limit of two hours.
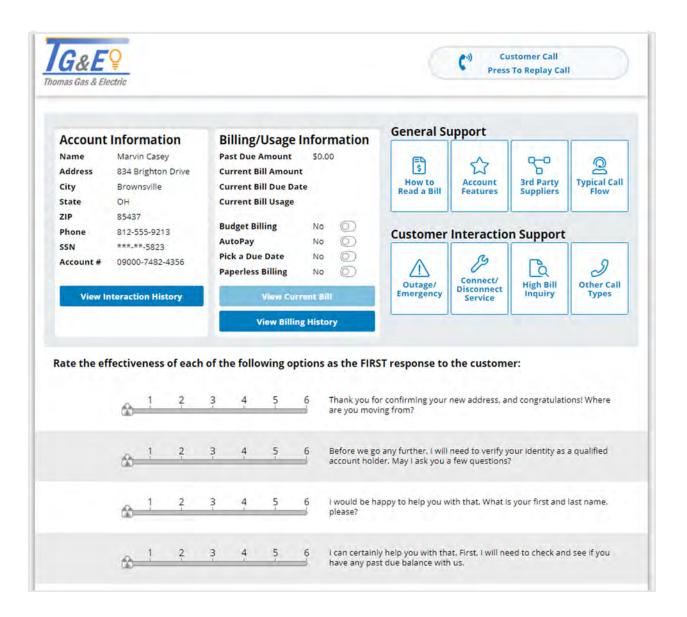
1. **Self-Description -** This component of the CSR II test is split into two sections with a total of 72 questions. The questions in these sections ask about candidates' behaviors, attitudes, and opinions on several topics. Each section has a 7-minute time limit.

Self-Description

Instructions: Respond to each item by selecting the option that best describes your behaviors, attitudes, or beliefs. Please answer all items quickly and accurately. Individuals who respond openly and honestly are more likely to have accurate and meaningful results.

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
I ask questions to understand other people's circumstances.	○	○	○	○	○	○
People who are reluctant to adapt to new ways of doing things will usually fail.	○	○	○	○	○	○

	0	1	2 to 3	4 to 5	6 to 7	8 to 9	10 Times or More
In the last year, how many times have you missed a deadline for finishing a project or assignment?	○	○	○	○	○	○	○

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
I find it difficult to stay on task.	○	○	○	○	○	○
I try to understand other people's views before commenting on them.	○	○	○	○	○	○

2. **Keyboarding.** This component assesses a candidate's skill in keying information. It has two parts, each with a 5-minute time limit:

    a) **Read and Type**: Requires the candidate to type the information they see on the screen.
    b) **Listen and Type**: Requires the candidate to listen to customer calls and type what they hear.

Keyboarding

For the practice item below, look at the characters in the Character Box and quickly and accurately type them EXACTLY AS YOU SEE THEM, or Listen and Type the characters that you hear into the **TYPING BOX**. Press **ENTER** on your keyboard to submit your answer and move to the next item.

CHARACTER BOX

> 39409005682

TYPING BOX

When you are done typing, press the ENTER button on your keyboard to submit your entry

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3. **Customer Interaction Simulation**. This component requires candidates to listen to customer calls and answer questions based on the customer's needs by navigating through customer account information and company policy reference documents. The simulation assesses a candidate's effectiveness in responding to customer calls, their ability to perform basic arithmetic, and understand written information. There are three customer calls to respond to with a 40-minute time limit.

4. **Customer Chat Simulation**. This component simulates interactions with customers via chat and requires candidates to answer questions based on these interactions. The simulation assesses candidates' effectiveness at interacting with customers, their ability to perform basic arithmetic, and identify proper spelling and grammar. There are two customer chat scenarios with a 16-minute time limit.

The technician was supposed to be here two hours ago! I took off this afternoon from work so that I could be here. Where is he?!

Okay, I see that the technician was supposed to arrive between 12 PM and 2 PM this afternoon.

Yes, and it's now 4 PM and he still isn't here.

Rate the effectiveness of each of the following options as a response to the customer.

1 2 3 4 5 6	I can certainly understand your frustration. Let me see what I can find out about the situation.
1 2 3 4 5 6	Were you home between 12 and 2 PM today?
1 2 3 4 5 6	Unfortunately, some of our technicians are unreliable.
1 2 3 4 5 6	Our technicians often run behind schedule for various reasons. I'm sure he'll be there soon.
1 2 3 4 5 6	I apologize for the inconvenience. Let me look into what I can do to help you.

5. **Email Simulation**. This component simulates an employee's email inbox and requires the candidate to read, interpret, and answer questions as emails are received. This component measures a candidate's ability to perform basic arithmetic, reason logically, comprehend written material, and identify proper spelling and grammar. There are six emails with a 20-minute time limit.

On average, how many complaints per month did you receive over the past 6 months?
- ○ 3.00
- ○ 1.67
- ○ 3.67
- ○ 2.50
- ○ 0.00

Scoring of the CSR II Test Battery

The test components are scored automatically by the computer program and combined into an overall test score called an Index Score. These scores range in value from 1 to 10 for each competency measured by the test. The Index Score provides a prediction of overall effectiveness in customer service representative jobs in the energy industry and is used to determine the probability of success or failure on the job. As such, it can differentiate between potentially effective candidates and those individuals less likely to succeed.