



# Customer Service **Perspective**<sup>TM</sup>

## **CUSTOMER SERVICE PERSPECTIVE**

**Measures:**

**A. Behavioral Characteristics**

- Trust
- Tact
- Empathy
- Conscientiousness
- Conformity
- Focus
- Courtesy
- Flexibility

**B. Proficiencies**

- Vocabulary
- Numerical

**C. Job Match**

**D. Customer Service Perspective**

**Time To Take:**

Less than 30 minutes

**Research and  
Validation Study:**

2003

**Reports:**

Placement Report, Coaching Report, and Individual Report

**Customizable:**

Develops Job Match Patterns by:

- Company Customer Service Perspective
- Position
- Company
- Department
- Manager
- Geography
- Any combination of the above factors

**Administration:**

Internet and Paper/pencil

**Scoring:**

Internet