PSYCHOMETRICS · SIGMUND

PRO CALL CENTER SKILLS®

Service orientation, objection handling, stress resistance and sales potential. 20 minutes.



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THE SOLUTION TO HIRE ADVISORS WHO LAST ON THE PHONE

The test measures what a headset day demands: active listening, clear explanation, objection handling, closing technique, resilience after a refusal and control of call time. For HR, it separates a fluent voice from a profile that can absorb rejection call after call and still pick up the next one.

What is it used for? Recruitment of telesales agents, customer advisors and team leaders; screening at volume; internal moves between inbound service and outbound sales.



01 **Contact Centre Manager**
Fill seats with advisors who stay past training

02 **Telesales Lead**
Check closing reflexes before the first campaign

03 **Customer Service Head**
Assess listening and complaint handling under load

04 **Recruitment Team**
Screen large applicant pools with one comparable grid

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WHAT THIS TEST CHANGES FOR YOU.

What the candidate does on a call, how they take a refusal, and what they know of the tools and rules.

01

Active listening

Lets the customer finish, then reformulates the need before answering.

02

Objection handling

Treats a refusal as information and returns with a relevant argument.

03

Resilience

Recovers after a hard call instead of carrying it into the next one.

04

Call control

Keeps the exchange on track and ends it at the right moment.

05

Closing

Asks for the commitment clearly, without pressuring or rushing.

06

Tool fluency

Moves through CRM and telephony screens while staying with the caller.

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IPSATIVE · ~120 QUESTIONS · ~20 MINUTES

DIMENSIONS & CRITERIA ASSESSED

22 criteria across 4 dimensions.

01 PROFESSIONAL DIMENSION

4 CRITERIA

Positivity and solution-oriented attitude

Stress management and maintaining relationship quality

Sense of efficiency and optimizing call time

Persuasion skills and negotiation techniques

02 RELATIONAL DIMENSION

4 CRITERIA

Didactic sense for explaining clearly

Ease of contact and interpersonal skills

Active listening to understand needs

Ability to express oneself with clarity and impact

03 PERSONAL DIMENSION

7 CRITERIA

Initiative and autonomy in action

Resilience to failure and bouncing back from rejections

Taste for challenge and sense of competition

Self-control in tense situations

Willpower and perseverance to achieve goals

Updating knowledge to stay effective

+ 1 more criteria

04 TECHNICAL SKILLS

7 CRITERIA

Mastery of verbal communication techniques

Effective management of objections

Use of CRMs and telephony tools

Closing techniques to conclude sales

Knowledge of GDPR regulations applied to telesales

Stress management and difficult situations

+ 1 more criteria

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RESULTS YOUR HR TEAM CAN USE IMMEDIATELY.

After the assessment, SIGMUND turns answers into concrete markers to recruit, compare and prepare the interview. An AI-based assistant, available as a chatbot, also helps you interpret the results and move to action.



01

Scores and reference profile

A competency report with detailed scores, self-assessment and comparison against the expected profile.

02

Report that fits the need

From the full report to the short summary, depending on the level of detail the recruiter or manager needs.

03

Clear visualisations

Radar charts, histograms and comparisons to spot strengths and development areas at a glance.

04

Action guides

Interview questions and tailored follow-up tracks to dig deeper and prepare next steps.

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SCIENTIFIC RELIABILITY

A test built to support hiring, assessment and development decisions.

~120

QUESTIONS

4

DIMENSIONS

~20 minutes

COMPLETION TIME

VALIDATION

- **Independent external validation**
  Internal validation and consistency
- **Reliability and stability**
  Consistency of answers and scales
- **Job knowledge**
  500+ job-specific knowledge questionnaires

AVAILABLE IN

More than 10 languages

French · English · German · Spanish and more

Contact our team for a demo: service@sigmund.net

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