

# Teleperformance Assessment Test Answers

## TELEPERFORMANCE ASSESSMENT TEST 2024 QUESTIONS AND ANSWERS GRADED A+

The term \_\_\_\_\_ means the ability to identify with, understand and appreciate another persons' feelings, motives, desires, and situations.

- a. Initiative
- b. Empathy
- c. Professionalism
- d. Rapport Ans✓✓- B. Empathy

As a customer service representative you are required to check the system to determine if the caller has legal authorization to act on behalf of a member.

- a. True
- b. False Ans✓✓- True

Which of the following is an appropriate phrase showing ownership?

- a. "I can't process that request"
- b. "I am not sure what I can do for you"
- c. "I understand. Let me take a look at your information "
- d. "I don't understand your request?" Ans✓✓- C. "I understand. Let me take a look at your information"

What are two type of advance directives?

- a. Letter of intent and power of attorney
- b. Living will and power of attorney For health care
- c. Last will and power of attorney for health care
- d. Medical will and power of attorney Ans✓✓- B. Living Will and Power of Attorney for Health Care

**TELEPERFORMANCE ASSESSMENT TEST ANSWERS** ARE A CRITICAL COMPONENT FOR CANDIDATES SEEKING EMPLOYMENT WITH ONE OF THE WORLD'S LEADING CUSTOMER EXPERIENCE MANAGEMENT COMPANIES. AS THE DEMAND FOR SKILLED PROFESSIONALS IN THE CUSTOMER SERVICE INDUSTRY CONTINUES TO GROW, UNDERSTANDING HOW TO NAVIGATE TELEPERFORMANCE'S ASSESSMENT TESTS CAN SIGNIFICANTLY ENHANCE YOUR CHANCES OF SUCCESS. THIS ARTICLE AIMS TO PROVIDE COMPREHENSIVE INSIGHTS INTO THE ASSESSMENT PROCESS, THE TYPES OF QUESTIONS YOU MIGHT ENCOUNTER, AND EFFECTIVE STRATEGIES FOR PREPARATION.

## UNDERSTANDING TELEPERFORMANCE ASSESSMENT TESTS

TELEPERFORMANCE EMPLOYS A RIGOROUS ASSESSMENT PROCESS TO EVALUATE CANDIDATES FOR VARIOUS ROLES WITHIN THE

ORGANIZATION. THE TESTS ARE DESIGNED TO MEASURE A RANGE OF SKILLS, INCLUDING:

- COMMUNICATION ABILITIES
- PROBLEM-SOLVING SKILLS
- TECHNICAL PROFICIENCY
- EMOTIONAL INTELLIGENCE
- CUSTOMER SERVICE APTITUDE

THESE ASSESSMENTS HELP ENSURE THAT ONLY THE MOST QUALIFIED INDIVIDUALS ARE SELECTED TO REPRESENT THE COMPANY AND PROVIDE EXCEPTIONAL SERVICE TO CLIENTS.

## TYPES OF ASSESSMENT TESTS

CANDIDATES MAY BE REQUIRED TO COMPLETE SEVERAL DIFFERENT TYPES OF ASSESSMENTS, INCLUDING:

### COGNITIVE ABILITY TESTS

COGNITIVE ABILITY TESTS ASSESS YOUR PROBLEM-SOLVING SKILLS AND LOGICAL REASONING. THESE TESTS OFTEN INCLUDE:

- NUMERICAL REASONING
- VERBAL REASONING
- ABSTRACT REASONING

### PERSONALITY TESTS

PERSONALITY ASSESSMENTS EVALUATE YOUR COMPATIBILITY WITH THE COMPANY'S CULTURE AND THE SPECIFIC DEMANDS OF THE JOB. THEY MAY INCLUDE QUESTIONS ABOUT HOW YOU HANDLE STRESS, WORK WITH OTHERS, AND APPROACH CHALLENGES.

### SITUATIONAL JUDGMENT TESTS (SJTs)

SJTs PRESENT HYPOTHETICAL SCENARIOS THAT YOU MIGHT ENCOUNTER IN A CUSTOMER SERVICE ROLE. CANDIDATES MUST CHOOSE THE MOST APPROPRIATE RESPONSE FROM A SET OF OPTIONS, DEMONSTRATING THEIR JUDGMENT AND DECISION-MAKING SKILLS.

### TECHNICAL SKILLS ASSESSMENTS

FOR ROLES THAT REQUIRE SPECIFIC TECHNICAL SKILLS, SUCH AS IT SUPPORT OR DATA ANALYSIS, YOU MAY ENCOUNTER

ASSESSMENTS THAT TEST YOUR KNOWLEDGE AND PROFICIENCY IN RELEVANT SOFTWARE AND TOOLS.

# PREPARING FOR THE TELEPERFORMANCE ASSESSMENT TEST

PREPARATION IS KEY TO SUCCEEDING IN THE TELEPERFORMANCE ASSESSMENT TESTS. HERE ARE SOME EFFECTIVE STRATEGIES TO HELP YOU GET READY:

## 1. RESEARCH THE COMPANY

UNDERSTANDING TELEPERFORMANCE'S MISSION, VALUES, AND SERVICES WILL GIVE YOU CONTEXT FOR THE ASSESSMENT. FAMILIARIZE YOURSELF WITH THE COMPANY'S CULTURE AND THE TYPES OF ROLES THEY OFFER. THIS KNOWLEDGE CAN HELP YOU TAILOR YOUR RESPONSES DURING PERSONALITY AND SITUATIONAL JUDGMENT TESTS.

## 2. PRACTICE COGNITIVE TESTS

NUMEROUS ONLINE RESOURCES OFFER PRACTICE TESTS FOR COGNITIVE ABILITIES. ENGAGING WITH THESE RESOURCES CAN HELP YOU:

- IMPROVE YOUR TIME MANAGEMENT SKILLS
- FAMILIARIZE YOURSELF WITH THE TYPES OF QUESTIONS ASKED
- IDENTIFY YOUR STRENGTHS AND WEAKNESSES

## 3. PREPARE FOR PERSONALITY TESTS

WHEN TAKING PERSONALITY TESTS, HONESTY IS ESSENTIAL. HOWEVER, UNDERSTANDING THE TRAITS THAT TELEPERFORMANCE VALUES CAN HELP YOU FRAME YOUR RESPONSES TO HIGHLIGHT THESE QUALITIES. YOU CAN ALSO FIND SAMPLE PERSONALITY QUESTIONS ONLINE TO PRACTICE.

## 4. REVIEW CUSTOMER SERVICE SCENARIOS

FOR SITUATIONAL JUDGMENT TESTS, THINK ABOUT COMMON CUSTOMER SERVICE CHALLENGES AND HOW YOU WOULD HANDLE THEM. PRACTICE FORMULATING EFFECTIVE RESPONSES TO SITUATIONS LIKE:

- DEALING WITH AN UPSET CUSTOMER
- MANAGING A HIGH VOLUME OF CALLS
- COLLABORATING WITH TEAM MEMBERS

## 5. BRUSH UP ON TECHNICAL SKILLS

IF THE ROLE REQUIRES SPECIFIC TECHNICAL KNOWLEDGE, ENSURE YOU HAVE A SOLID UNDERSTANDING OF THE RELEVANT SYSTEMS AND SOFTWARE. CONSIDER TAKING ONLINE COURSES OR TUTORIALS TO ENHANCE YOUR SKILLS.

## COMMON QUESTIONS AND ANSWERS

WHILE EVERY ASSESSMENT TEST IS UNIQUE, SOME COMMON THEMES AND QUESTIONS OFTEN ARISE. HERE ARE EXAMPLES THAT CANDIDATES MAY ENCOUNTER, ALONG WITH SUGGESTED APPROACHES TO ANSWERING THEM:

### 1. COGNITIVE ABILITY QUESTIONS

EXAMPLE QUESTION: IF A TRAIN TRAVELS AT 60 MILES PER HOUR, HOW LONG WILL IT TAKE TO TRAVEL 180 MILES?

SUGGESTED APPROACH: WORK THROUGH THE MATH CLEARLY. DIVIDE THE DISTANCE BY THE SPEED ( $180 \text{ MILES} \div 60 \text{ MPH} = 3 \text{ HOURS}$ ).

### 2. PERSONALITY QUESTIONS

EXAMPLE QUESTION: HOW DO YOU PREFER TO HANDLE STRESS IN A WORK ENVIRONMENT?

SUGGESTED APPROACH: CHOOSE AN ANSWER THAT REFLECTS RESILIENCE AND ADAPTABILITY, SUCH AS "I PRIORITIZE MY TASKS AND TAKE SHORT BREAKS TO MAINTAIN FOCUS AND REDUCE STRESS LEVELS."

### 3. SITUATIONAL JUDGMENT QUESTIONS

EXAMPLE SCENARIO: A CUSTOMER IS FRUSTRATED BECAUSE THEIR ORDER WAS DELAYED. WHAT DO YOU DO?

SUGGESTED APPROACH: CHOOSE A RESPONSE THAT INVOLVES EMPATHY, ACTIVE LISTENING, AND A COMMITMENT TO RESOLVING THE ISSUE, SUCH AS "I WOULD APOLOGIZE FOR THE INCONVENIENCE AND OFFER TO CHECK THE STATUS OF THEIR ORDER IMMEDIATELY."

## AFTER THE ASSESSMENT: WHAT TO EXPECT

ONCE YOU HAVE COMPLETED THE TELEPERFORMANCE ASSESSMENT TESTS, YOU CAN EXPECT THE FOLLOWING:

### 1. FEEDBACK TIMELINE

TELEPERFORMANCE TYPICALLY INFORMS CANDIDATES ABOUT THEIR RESULTS WITHIN A FEW DAYS TO A WEEK. DURING THIS TIME, IT'S ESSENTIAL TO REMAIN PATIENT AND KEEP AN EYE ON YOUR EMAIL FOR COMMUNICATION.

### 2. NEXT STEPS

IF YOU PASS THE ASSESSMENT, YOU MAY BE INVITED FOR AN INTERVIEW. PREPARE FOR THIS BY REVIEWING COMMON INTERVIEW QUESTIONS, PRACTICING YOUR RESPONSES, AND BEING READY TO DISCUSS YOUR ASSESSMENT EXPERIENCE.

## CONCLUSION

IN SUMMARY, MASTERING THE TELEPERFORMANCE ASSESSMENT TEST ANSWERS CAN SIGNIFICANTLY INCREASE YOUR CHANCES OF SECURING A POSITION WITH THE COMPANY. BY UNDERSTANDING THE TYPES OF ASSESSMENTS, PREPARING EFFECTIVELY, AND PRACTICING COMMON QUESTIONS, YOU'LL BE WELL-EQUIPPED TO DEMONSTRATE YOUR SKILLS AND ALIGN WITH TELEPERFORMANCE'S VALUES. TAKE THE TIME TO PREPARE, STAY CONFIDENT, AND APPROACH THE ASSESSMENTS WITH A POSITIVE MINDSET, AND YOU'LL BE ON YOUR WAY TO A SUCCESSFUL CAREER IN CUSTOMER SERVICE.

## FREQUENTLY ASKED QUESTIONS

### WHAT TYPE OF QUESTIONS ARE TYPICALLY INCLUDED IN THE TELEPERFORMANCE ASSESSMENT TEST?

THE TELEPERFORMANCE ASSESSMENT TEST TYPICALLY INCLUDES SITUATIONAL JUDGMENT QUESTIONS, PERSONALITY ASSESSMENTS, COGNITIVE ABILITY TESTS, AND CUSTOMER SERVICE SCENARIO QUESTIONS.

### HOW CAN I PREPARE FOR THE TELEPERFORMANCE ASSESSMENT TEST?

TO PREPARE FOR THE TELEPERFORMANCE ASSESSMENT TEST, FAMILIARIZE YOURSELF WITH COMMON CUSTOMER SERVICE SCENARIOS, PRACTICE SITUATIONAL JUDGMENT TESTS, AND REVIEW BASIC COGNITIVE SKILLS SUCH AS PROBLEM-SOLVING AND VERBAL REASONING.

### ARE THERE ANY SPECIFIC TIPS FOR PASSING THE TELEPERFORMANCE ASSESSMENT TEST?

YES, TIPS INCLUDE READING EACH QUESTION CAREFULLY, MANAGING YOUR TIME EFFECTIVELY, BEING HONEST IN PERSONALITY ASSESSMENTS, AND USING EXAMPLES FROM PAST EXPERIENCES IN SITUATIONAL QUESTIONS.

### WHAT IS THE PASSING SCORE FOR THE TELEPERFORMANCE ASSESSMENT TEST?

WHILE THE PASSING SCORE CAN VARY DEPENDING ON THE POSITION AND LOCATION, A SCORE OF AROUND 70% IS GENERALLY CONSIDERED A GOOD BENCHMARK FOR PASSING THE TELEPERFORMANCE ASSESSMENT TEST.

### CAN I RETAKE THE TELEPERFORMANCE ASSESSMENT TEST IF I DON'T PASS?

YES, CANDIDATES ARE USUALLY ALLOWED TO RETAKE THE TELEPERFORMANCE ASSESSMENT TEST AFTER A CERTAIN PERIOD, OFTEN 6 TO 12 MONTHS, DEPENDING ON THE COMPANY'S POLICY.

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