

Customer Contact Aptitude Series

CCAS

Overview

The Customer Contact Aptitude Series measures the core reasoning abilities relating to jobs within sales and customer service. The tests cater for a wide ability range and form part of the Customer Contact Portfolio. The first two tests are suitable for candidates with basic to good Year 10/School Certificate qualifications and the second two are more appropriate for those with Year 12/HSC/University entrance or equivalent qualifications.

Suitable for:

Sales Executives, Retail Staff, Telesales, Front Line Customer Service and Call Centre Staff.

Available Platforms

PC, Online, Paper & Pencil

More information

Please call SHL Direct on 1800 252 733

VCC1 Verbal Interpretation

Measures the ability to understand straightforward written information in order to arrive at reasoned conclusions. The task is relevant to sales and customer service jobs where job holders receive product information in written form, as well as written communication from customers and/or colleagues.

Time: 12 minutes

NCC2 Numerical Interpretation

Measures the ability to understand and use numerical data in order to answer questions. The task is to use the tables provided in order to solve basic numerical problems. The data and the questions have been designed to simulate the kind of numerical information that might feature in sales and customer service jobs. Calculators allowed.

Time: 20 minutes

VCC3 Verbal Evaluation

Measures the ability to understand and evaluate the logic of various written passages. More demanding than VCC1, it includes a variety of topics relevant to positions within sales and customer service.

Time: 30 minutes

NCC4 Numerical Evaluation

More demanding than NCC2, this test measures the ability to make correct decisions or inferences from numerical data. The test is appropriate for any job involving analysis or decision-making based on numerical facts, but the nature of the data presented makes the test particularly relevant for sales and customer service work. Calculators allowed.

Time: 20 minutes