



Call Center Simulation

List of Participant Results

Name	Test Date	Overall Score	Average Call-Handling Time	SO	MT	DCR	DCN	PSRN	ALP	TW
Flores, Maria	07/29/06	91	3:42	Medium	High	High	Medium	High	High	High
Armstrong, Kevin	07/29/06	88	4:01	Medium	High	High	High	High	High	Medium
Taylor, Gillian	07/29/06	85	4:27	Medium	High	High	Medium	High	High	High
Zak, Barbara M.	07/29/06	85	3:51	Medium	Medium	High	High	High	High	Low
Lee, Dan	07/29/06	83	4:11	Low	Medium	High	Medium	High	Medium	High
Owen, Dale	07/29/06	78	4:57	High	Medium	High	Medium	Medium	Medium	High
Hunter, Mitchell	07/29/06	74	3:58	Medium	Medium	High	Medium	Medium	Medium	High
Dalton, Alex	07/29/06	73	4:38	Medium	Medium	High	Medium	High	Medium	Medium
Wing, Richard	07/29/06	72	4:26	High	Low	High	Medium	Low	Medium	Medium
Johnson, Jim	07/29/06	68	4:44	Low	Medium	High	Medium	High	Medium	Medium
Jones, Amy	07/29/06	68	4:23	Medium	Low	High	Medium	Low	Medium	High
Dodge, Chris	07/29/06	67	4:52	Low	Low	Medium	Medium	Medium	Medium	Medium
Ramirez, Ray	07/29/06	65	4:36	High	Low	Medium	Medium	Medium	Low	Low
Spencer, Elizabeth	07/29/06	60	5:14	Medium	Low	Low	Medium	Low	Low	Medium
Smith, Pat	07/29/06	58	5:02	Low	Low	Low	Low	Medium	Low	Medium

Key

SO - Sales Orientation
MT - Multi-Tasking
DCR - Developing Customer Rapport

DCN - Discovering Customer Needs
PSRN - Problem Solving & Responding to Customer Needs

ALP - Ability to Learn & Apply Procedures
TW - Teamwork