



# Call Center Simulation

## Training Needs Analysis

### List Statistics

Total Participants — 15

Average Score — 75

Average Call-Handling Time (minutes) — 4:31

### Skill Detail

*This section lists each of the skills measured in Call Center Simulation, along with the number and percentage of individuals within each skill performance level (i.e., Low, Medium, High). This information can be used to target specific training needs within your organization, thereby increasing training effectiveness.*

<b>Skill</b>	<b>Low</b>	<b>Medium</b>	<b>High</b>
Sales Orientation	4 (26%)	8 (53%)	3 (20%)
Multi-Tasking	6 (40%)	6 (40%)	3 (20%)
Developing Customer Rapport	2 (13%)	2 (13%)	12 (74%)
Discovering Customer Needs	1 (7%)	12 (80%)	2 (13%)
Problem Solving and Responding to Customer needs	3 (20%)	5 (34%)	7 (46%)
Ability to Learn and Apply Procedures	3 (20%)	8 (53%)	4 (26%)
Teamwork	2 (14%)	7 (46%)	6 (40%)