



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.

Skill	Low	Medium	High
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%)