



Contact Center Virtual Scenario (CCVS) Test

Test Preparation Guide

Information Guide for
Pacific Gas & Electric Company
Contact Center Virtual Scenario (CCVS)

ABOUT THE TEST

The Contact Center Virtual Scenario (CCVS) is a 30-minute internet-based assessment that simulates the job of Customer Service Representative job. It is designed for entry-level positions in a contact center environment and does not require any special preparation or training. Customer Service Representatives in the Contact Center perform a number of tasks including: interacting with customers on the phone to provide information, taking service orders, and solving product or service issues; responding positively to difficult or irate customers; navigating within multiple computer applications to find and view customer account details; and typing information quickly and accurately. Similarly, the CCVS assessment requires a test taker to perform many of these same tasks during the test.

This test allows you to demonstrate the skills, abilities, and behaviors that are critical to the Customer Service Representative job, including:

- **Navigation:** You will be provided a realistic contact center computer environment in which you can demonstrate your ability to navigate between multiple customer service-based Windows applications.
- **Service Orientation:** You will be asked to demonstrate your level of focus on meeting customers' needs in a simulated telephone call context.
- **Tactful Problem Solving:** You will have the opportunity to demonstrate your problem solving abilities with customers in a simulated telephone call context.
- **Data Entry Speed and Accuracy:** You will demonstrate your ability to listen to and record information received from customers quickly and accurately using a computer or laptop keyboard and mouse.

DO YOUR BEST

Since the test is designed for entry-level positions in the contact center, no special preparation or training is required. However, you should practice using a computer, keyboard and mouse if you are not comfortable with these.

We hope you find this information helpful. Make sure that when you plan to take the test you are physically and mentally alert and ready to do your best.

Pacific Gas and Electric Company wishes you the best of luck.