

**Sally Sample
13 Jan 2026**

EXPERT

STANDARD REPORT



CONTACT CENTRE SCENARIO INVENTORY 2010





GUIDE TO USING THIS REPORT

INTRODUCTION

This report consists of an overall score and several sub-component scores, one for each scenario. The overall scores is the most important. Sub-components of the CCSI are scores for individual scenarios only and do not represent scales like those often seen in personality assessments. They represent potential reactions to, and knowledge about, the specific situations described by each scenario. They should be considered merely as parts that contribute to the overall score. For substantive decisions, the overall score should take precedence over individual scenario scores.

REFERENCE GROUP (NORMS) USED

The following norm was used to generate this report:

Test	Norm Used	Sample Size
Contact Centre Scenario Inventory 2010 (CCSI2010)	Australian New Zealand Applicants	1325

DISCLAIMER

This is a strictly confidential assessment report on Sally Sample which is to be used under the guidance of a trained professional. The information contained in this report should only be disclosed on a 'need to know basis' with the prior understanding of Sally Sample.

The results must be interpreted in the light of corroborating evidence gained from feedback and in the context of the role in question taking into account available data such as performance appraisals, actual experience, personality preferences, motivation, interests, values and skills. As such the authors and distributors cannot accept responsibility for decisions made based on the information contained in this report and cannot be held directly or indirectly liable for the consequences of those decisions.



OVERALL SCORE

DESCRIPTION

The Overall Score is the most important score in the CCSI and should take precedence over individual scenario scores. The Overall Score reflects an individual's ability to recognise ways to respond effectively to a range of challenging situations commonly encountered in contact centre environments.

RESULT

Sally Sample's responses in the CCSI suggest that she is more likely than most to know how to behave appropriately and perform well in a range of contact centre situations. Overall, she appears more likely than most to know how to manage challenging customers and interact with team members constructively, motivate herself and adhere to contact centre schedules and policy appropriately, and respond well to sales calls. Sally Sample appears more likely than most to be suited for work in a contact centre environment.

RESULTS CHART





SCENARIO 1: INTERACTION WITH TEAM MEMBERS

DESCRIPTION

The Interaction with Team Members scenario describes a situation in which the individual's behaviour is criticised by a team member. The scenario asks whether the individual recognises how to interact appropriately with other team members in the contact centre environment.

RESULT

Sally Sample appears to be as likely as most to know how to maintain effective relationships with other members of a team. She may be as sensitive as most to others' social needs and the need to maintain a degree of group harmony. It is likely that, with coaching, she could further develop her interactions with other contact centre team members.

SCENARIO 2: MAINTAINING HIGH PERFORMANCE

RESULTS CHART



DESCRIPTION

In the Maintaining High Performance scenario, the individual has been subjected to a steady and lengthy run of calls and is tired. This scenario examines behaviours that contribute to high contact centre performance such as adherence to schedule.

RESULT

Sally Sample appears as likely as most to know how to sustain her level of performance in the face of extra call volumes such as those that might be encountered during a campaign. At times, she may see her schedule as being somewhat flexible, particularly in monotonous situations and those that require extra effort. At other times, she may adhere to her schedule carefully. Sally Sample may benefit from some coaching around the importance of schedules in contact centres and the implications of not adhering to them.

RESULTS CHART



SCENARIO 3: FOLLOWING POLICY

DESCRIPTION

The Following Policy scenario is a situation in which a customer asks the individual to break company policy. This situation asks whether the individual can recognise appropriate ways of adhering to policies set by the organisation whilst still being sensitive to the customer.

RESULT

Sally Sample seems as likely as most to recognise the importance of policy. She also appears as likely as most to know how to respond to customers in a way that allows policy to be followed but still maintains good relationships.

RESULTS CHART



SCENARIO 4: REACTION TO CHALLENGING CUSTOMERS

DESCRIPTION

Reaction to Challenging Customers relates to a scenario in which the individual has to deal with an angry and demanding customer. The focus of this scenario is to determine whether the individual can recognise how to respond appropriately to difficult and challenging customers.

RESULT

Sally Sample appears as likely as most to know how to manage angry or upset customers effectively. She seems as likely as others to identify acceptable and reasonable outcomes for customers and may be as effective as most at containing her own emotions when dealing with emotionally-charged individuals. Sally Sample may become as distracted as most people by emotional outbursts from customers and, through coaching, may be able to further improve her skills in managing upset customers.

RESULTS CHART





SCENARIO 5: RESPONDING TO SALES CALLS

DESCRIPTION

Responding to Sales Calls relates to a scenario in which the individual is making an outbound sales call and must deal with a disinterested customer. This scenario probes the individual's ability to tackle outbound sales calls in an appropriate and productive manner.

RESULT

Sally Sample appears as likely as most people to know how to respond effectively to sales situations over the phone. Although she may have some effective strategies in place for dealing with customers, there may be some sales-call situations in which Sally Sample's skills could be developed through coaching. Sally Sample may be as attentive as most to customer needs and to offer appropriate responses to particular customer reactions.

RESULTS CHART





RESULTS SUMMARY

CONTACT CENTRE SCENARIO INVENTORY PROFILE CHART

