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wa work ready practice scenerio video call center how to speak effectively over the phone english lesson telephone skills duration 7 15 learn english with let s talk free english, **call center skills testing computer software skills test** - call center skills testing the call center customer service scenario audio test aims to assess whether the test taker can determine the most appropriate response to a myriad of basic call center situations these situations are mainly customer service driven but there are also questions about creating effective call center environments*

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