TestGenius®
Pre-Employment Testing Suite

Dispatcher Pre-Employment Skills Testing

CritiCall®

Multi-Tasking / Advanced Decision Making
- Multi-Tasking/Deductive Reasoning/Reaction Time
- Requires decision making while simultaneously performing other tasks
- Limited response time recreates the dispatch environment

Computerized Data Entry
- Test taker enters information received vocally or in writing via keyboard
- Assesses speed and accuracy
- Data must be entered in the proper location on the screen

Oral Comprehension (Call Summarization 1 & 2)
- Ability to hear and understand vocal information
- Tests general narrative note taking via keyboard
- Ability to filter out non-essential distractions, and summarize important facts
- Call Summarization 2 is a more advanced version

Call Summarization 2 MT (Multi-Tasking)
Similar to Call Summarization 2 but contains emergency response items that a test taker must respond to during the test.

Call Summarization 2 E911
- Measures the ability to hear, comprehend, and utilize audible information while accurately entering that information using a keyboard.
- Multi-tasking is also measured using a decision-making task.

Call Summarization 2 MT E911
Similar to the Call Summarization 2 E911 test, but it contains more decision making/multi-tasking items. Score reflects a combination of the accuracy of the data entered and the responses to both the multi-tasking and multiple-choice items.

Position Locating
- Tests the ability to locate the coordinates/position of an individual based upon location information
- Test taker can respond based upon oral or written directions provided during the test
- Job related, real life scenarios provided

Map Reading/Geographic Directions
- Tests ability to choose most direct route to assigned destination
- Requires decisions that comply with all regulatory signs

Reading Comprehension
- Measures the applicant's ability to read, comprehend, and retain details contained in a short paragraph

Sentence Clarity
- Assesses whether or not a person can determine which is the most-clear way to present a set of facts

Cross Referencing
- Assesses alphabetic, character recognition, and numeric searching skills
- Test taker responds to both written and oral requests for information

Frequency of Information/Probability Determination
- Ability to choose the most likely solution based on information provided
- Tests ability to apply the law of probability
- Requires ability to filter out non-relevant information

Memory Recall
Test takers are shown several pairs of words on the computer screen, which are then removed after several moments. The test taker is then shown one of the words and asked to choose the other word it was paired with in the previous screen (e.g., red Dodge, yellow Ford).

Memory Recall: Audio
Test takers listen to a series of numbers such as serial codes, vehicle identification numbers, etc., and then enter this information into the computer.

Memory Recall: Numeric (Audio)
Test takers listen to a series of telephone numbers that do not contain any area codes, and then enter these numbers into the computer.

Numerical Ability
- Job related addition, subtraction, and percentages
- Real life scenarios when calculating distances, times, and amounts

Perceptual Ability
- Ability to compare job related letter/number sequences
- Aptitude at eliminating similar and potentially confusing sequences

Spelling
- Ability to spell commonly misspelled or misused words
- Test taker responds on keyboard

Proofreading
Test takers are presented with a document which contains spelling, punctuation, and grammar errors. Test takers make the appropriate edits directly to the document. Four English proofreading tests and one Spanish proofreading test are included. Custom Proofreading module allows administrators to create their own custom proofreading content to suit their organization's needs.

Keyboarding
Written paragraphs are presented to the test taker and the test taker must enter the text from these paragraphs using a keyboard. Test score measures words per minute.

Ask About
Office Skills, Commercial Contact Center, Language, and Personality Tests

Integrated Resources

The following integrations are available in the complete package of the cloud-based version of CritiCall/TestGenius. Contact us for a quote to maximize the benefits available through your subscription.

Personality Testing

The results of this test were found to be significantly correlated to job performance in the overall performance of the dispatcher position, as well as four other critical areas of job performance, listed below:

1. Dependability
2. Confidence/Assertiveness
3. Resilience/Composure, and
4. Task Management/Prioritization

Behavioral / Customer Service Situational Judgment Testing

Logi-Serve is the premier tool for enhancing emergency dispatchers' client service abilities and ensuring peak performance in critical situations. Logi-Serve employs interactive, realistic job scenarios and role playing specifically validated for dispatchers, rigorously evaluating essential industry competencies. This cutting-edge approach boosts assessment accuracy and enhances the candidate experience, setting a new benchmark in dispatcher evaluation. The integration of Logi-Serve's competency-based assessments with TestGenius's comprehensive skills assessment and its personality test creates an offering unrivaled in the marketplace.

Remote Proctoring

TestGenius now contains an automated proctoring system that can be used for remote or in-house settings. This proctoring system records and monitors both the test-taker's computer monitor and activity via their web camera. The artificial intelligence-based proctor watches for a customizable variety of concerns or infractions and reports a degree of confidence around potential cheating, as well as a detailed report and references to the video record at the appropriate locations of concern. The AI proctoring can be managed unscheduled, so applicants can test anytime and anywhere. A dashboard is provided for scheduled proctoring, so that HR can provide human proctoring for scheduled testing, if desired. Human proctoring utilizes the AI proctor and is reported in the same manner.

Language Assessments using TrueNorth

Determine if your candidates possess the ability to clearly speak and understand English and other foreign languages. TrueNorth's automated language testing uses cutting edge artificial intelligence to "speak and listen" to your candidates, to determine the degree to which they possess language acuity. TrueNorth measures speaking and comprehension ability with English, Spanish, French, German, Japanese, Italian and Portuguese. As well, TrueNorth captures a voice sample, so you can hear your job applicants speak before sitting down for an interview.

Microsoft® Office® Training

Test and then train to retain. TestGenius allows HR to hire at a high ability, but also to be able to advance the skills of existing and new employees resulting in organizations that are better, faster, stronger. Our MS Office Training program has three layers of training for each function.

1. Show me: Video and audio narration walking the trainee through each of the granular steps to completion of the task.
2. Hint me: The trainee attempts to complete the task, but asks for a hint for a particular step, the hint is narrated by the software.
3. Show you: The trainee shows that they possess the ability to complete the task by walking through the step directly within the software.

Contact Us for a Quote