

## Call Center QA Telephone Mystery Shopper Application: Unpaid Test Call Instructions

Thank you for applying to become a Telephone Mystery Shopper with Call Center QA.

As the next step in the application process, you are required to complete **one unpaid test call** and submit a test call evaluation form.

This test call helps us review your ability to follow instructions, complete a realistic telephone mystery shop, and provide clear feedback about the call experience.

**Important:** This is not a paid assignment. The test call is part of the application and hiring process. If your test call is approved and we decide to move forward, we may contact you by email with available paid call opportunities.

### What You Need To Do

Please complete one of the test call options below.

You do **not** need to complete all of them. Choose the option that best fits your situation and feels most natural for you.

After completing your test call, submit your evaluation here:

### Test Call Evaluation Form:

<https://www.callcenterqa.org/forms/test-call>

### Important Test Call Rules

Please follow these rules carefully:

- Complete only **one** test call option.
- Do not disclose that you are a mystery shopper or affiliated with Call Center QA.
- These are real call centers and the agents do not know you are completing a test call.
- Act like a real potential customer who is interested in learning more about the product or service.
- Use real contact information. Do not use fake names, aliases, or novelty email addresses.
- Do not hang up on the agent.
- If the agent hangs up on you or the call is disconnected, do not call back. Note what happened in your evaluation form.
- The call should last at least **3 minutes** so we can properly evaluate the interaction.

- Only answer questions you are comfortable answering.
- If you receive a follow-up call and you are not interested, politely decline.

We listen to calls and review all evaluations. Submitting inaccurate information, using fake details, being rude, or failing to follow instructions may disqualify you from being hired or receiving future paid assignments.

### **Before You Start**

These are real call centers. Please sound natural, casual, and prepared.

You do not need to follow a script. Instead, review the option you selected, think about a few questions you might ask, and complete the call as if you were a real customer exploring the service.

### **Choose One Test Call Option Below**

#### **Option 1: Online Career Training / Certification Program With Penn Foster**

##### **Instructions**

***Call as someone interested in enrolling in an online career training or certification program.***

You can choose any career interest that feels natural to you, such as:

- Medical billing
- Pharmacy technician
- Veterinary technician
- HVAC
- Electrician
- Early childhood education
- Another field you are genuinely curious about

The agent may ask:

- Your name and contact information
- What career field or program you are interested in
- Your current level of education
- Whether you are currently working or looking to change careers
- What your schedule looks like

- Whether you have prior experience in the field
- Your budget or how you plan to pay for the program
- Your goals after completing the program

***Answer naturally and honestly. You do not need to know anything about the programs in advance.***

### **Questions You Could Ask**

***Choose a few that feel natural. Do not ask every question.***

- What programs do you offer in that field?
- How long does the program take to complete?
- Is the program completely online and self-paced?
- What certification or credential do I receive when I finish?
- Is the school accredited?
- What is the total tuition cost?
- Are payment plans available?
- Do you accept financial aid or offer discounts?
- Will I need any special equipment or materials?
- Do you offer job placement assistance after graduation?

### **Call Directions**

**Call 833-388-1620 to speak with an Admissions Specialist.**

Do not leave a voicemail.

The call must last at least 3 minutes.

Do not hang up on the agent. If you are disconnected or the agent ends the call early, note it in your evaluation form and do not call back.

***If asked how you found them, you may say you searched on Google for online degree or certificate programs.***

### **Call Center Hours**

Monday-Friday: 9:00 AM to 10:00 PM EST

## **After The Call**

Submit your test call evaluation here:

<https://www.callcenterqa.org/forms/test-call>

Please include honest feedback:

- Was the agent professional and helpful?
  - Did the agent answer your questions clearly?
  - Was the call smooth, rushed, or difficult?
  - What information or pricing did you receive?
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## **Option 2: Pet Insurance**

**Choose this option only if you own a cat or dog.**

### **Instructions**

Call as a real pet owner looking to get insurance for your cat or dog.

The agent may ask:

- Your name and ZIP code
- Your phone number and/or email
- Your pet's name, breed, and age
- Whether your pet is spayed or neutered
- Whether your pet has any pre-existing conditions
- Whether your pet has been to the vet recently
- What type of coverage or price range you are looking for

***Answer naturally and honestly based on your actual pet or a realistic situation.***

### **Questions You Could Ask**

Choose a few that feel relevant. Do not ask every question.

- What is included in the standard plan?
- Are accidents and illnesses covered?
- Are wellness visits or vaccines covered?
- What is the monthly premium?

- What is the deductible?
- What coverage options do you offer?
- Are there breed-specific exclusions?
- Is there a waiting period before coverage begins?
- Can I use any vet?
- Are there annual or lifetime claim limits?
- How does reimbursement work?

### **Call Directions**

Call **833-319-2050** to speak with an agent.

Do not leave a voicemail.

The call must last at least **3 minutes**.

Do not hang up on the agent. If you are disconnected or the agent ends the call early, note it in your evaluation form and do not call back.

If asked how you found them, you may say you searched on Google for pet insurance.

### **After The Call**

Submit your test call evaluation here:

<https://www.callcenterqa.org/forms/test-call>

Please include honest feedback:

- Was the agent professional and courteous?
- Did the agent clearly explain the plans?
- Did the agent seem knowledgeable and helpful?
- What price or quote information did you receive?

### **Call Center Hours**

Monday-Saturday: 10:00 AM to 8:00 PM EST

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## **Option 3: Dental Insurance**

### **Instructions**

Call as a real customer looking for dental insurance coverage for yourself or a family member.

The agent may ask:

- Your name and ZIP code
- Your phone number and/or email
- Who the coverage is for
- Whether you are looking for individual or family coverage
- Whether you currently have dental insurance
- Your budget or price range
- Whether you need basic cleanings or more comprehensive procedures

***Answer naturally and confidently. You do not need exact figures. Respond like someone genuinely shopping for dental coverage.***

### **Questions You Could Ask**

Choose a few that feel natural. Do not ask every question.

- What is the monthly premium?
- What is the annual deductible?
- What types of dental plans do you offer?
- Are cleanings, x-rays, and exams covered?
- Is there a waiting period for major procedures?
- What is the difference between basic and full coverage?
- Are there annual limits or caps?
- Can I use any dentist?
- Do I need to choose a dentist from a specific network?
- How do I file a claim or get reimbursed?

### **Call Directions**

Call **833-201-4860** to speak with a dental insurance agent.

Do not leave a voicemail.

The call must last at least **3 minutes**.

Do not hang up on the agent. If you are disconnected or the agent ends the call early, note it in your evaluation form and do not call back.

If asked how you found them, you may say you searched on Google for dental coverage.

## **After The Call**

Submit your test call evaluation here:

<https://www.callcenterqa.org/forms/test-call>

Please include honest feedback:

- Was the agent helpful and informative?
- Did the agent clearly explain your options?
- Was the experience pleasant, rushed, or difficult?
- What price or quote information did you receive?

## **Call Center Hours**

Monday-Friday: 8:00 AM to 8:00 PM EST

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## **Final Reminder**

You only need to complete **one** unpaid test call.

After the call, submit your evaluation here:

<https://www.callcenterqa.org/forms/test-call>

***Your test call and evaluation will be reviewed as part of the hiring process. If approved, and if Call Center QA decides to move forward, you may be contacted by email with available paid call opportunities.***