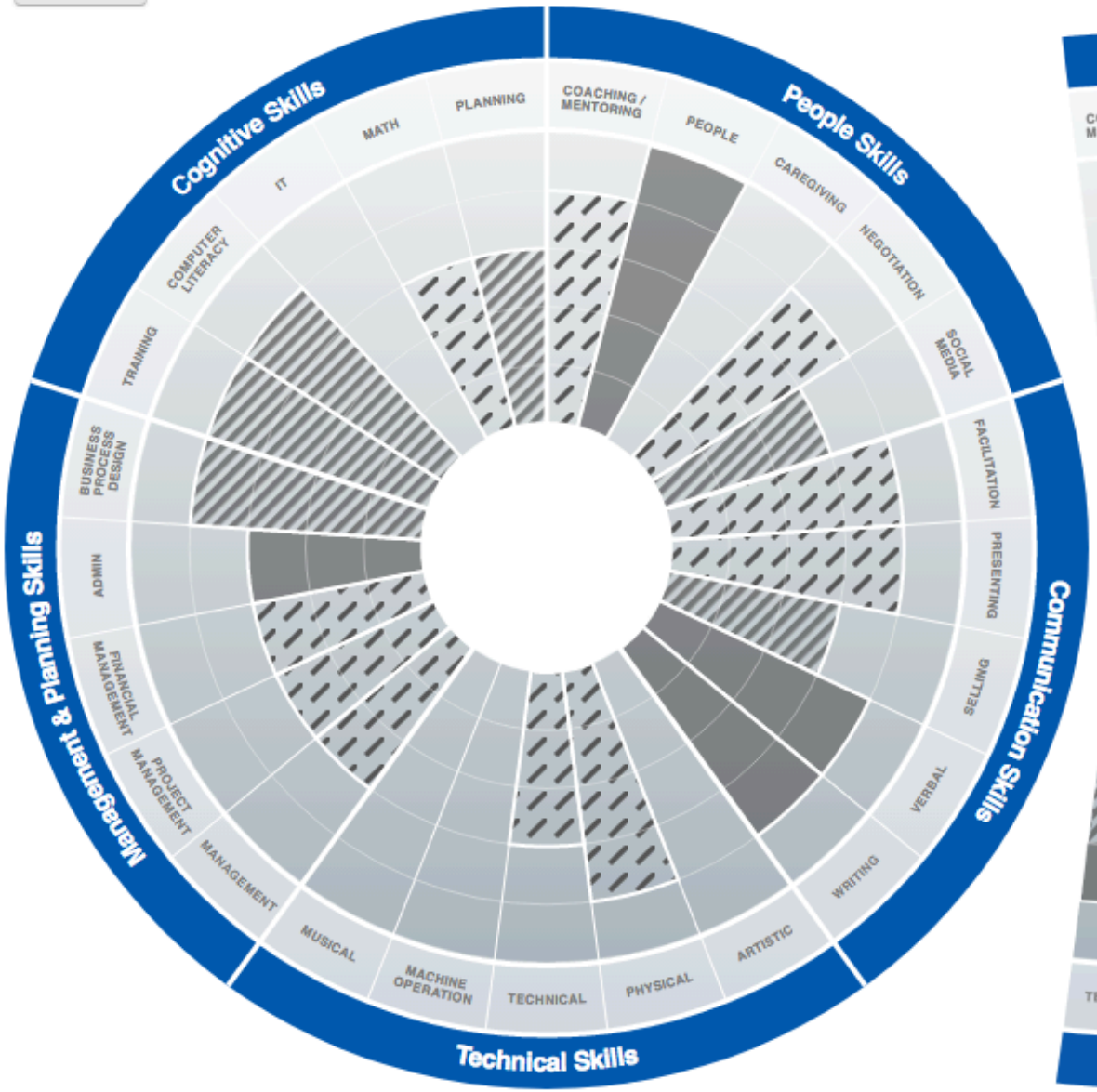
Skillsgrid Benchmark: Customer Support

Multimatch

✓ The benchmark is complete and reliable

Definitions



Benchmark Key

Not Needed
This skill is not necessary for the job

Helpful Skill
This skill is helpful to the job

Important Skill
Will struggle without this skill

Critical Skill
Can't do the job without this skill