






# Top Agent **Soft Skills** Infographic

In a study of 5000 candidates, these were the top five performance-correlated skills that emerged for customer service and sales agents.



Top five **Soft Skills** for

## Customer Service Agents

-  Acknowledgement
-  Paraphrasing
-  Delivering difficult messages
-  Positive language
-  Speaking fluently

Top five **Soft Skills** for

## Sales Agents

-  Building rapport
-  Active listening
-  Handling objections
-  Positioning an offer
-  Speaking fluently

While these are the top five performance-correlated skills for customer service agents and sales agents, these are not the complete soft skill taxonomies for each role. It's important to note that soft skill combinations may change depending on the industry.