



## Candidate Information

**Candidate :** Ms. Jane Doe

**Email :** janedoe@mail.com

**Assessment Profile:**

**Project Name:** Contact Center - Customer Service Rep

### Disclaimer :

Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorized individuals. You must not rely on the information in the report as an alternative to certain advice from an appropriately qualified professional. If you have any specific questions about any specific matter you should consult an appropriately qualified professional.

## Customer Service Phone Solution

### Instructions

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that SHL offers, please contact your account representative.

**Overall  
Score**



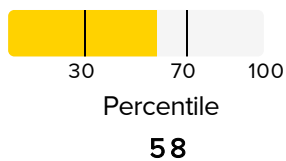
**Percentile  
63**

Recommended

## Details

### Accurate Typing

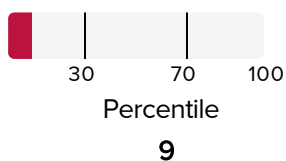
This measures the ability to accurately enter and process information into data entry fields while listening to the customer and to type quickly and accurately, including proper spelling and punctuation.



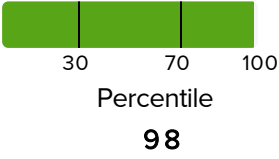
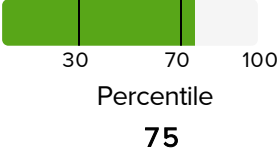
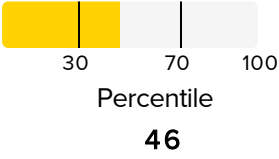
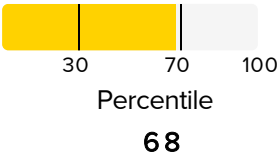
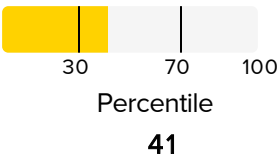
**The candidate is typically able to type accurately, but at times may enter information with errors in spelling and punctuation. He/she will likely be able to correctly enter information provided by a customer into data entry fields most of the time, but may have difficulty when the task is more challenging. The candidate is likely to type about as quickly as most others and will generally do well when performing this task on the job.**

### Attentiveness

This measures the ability to respond quickly to incoming calls, listen effectively to minimize the need for the customer to repeat information, and resolve calls in a timely manner.



**Compared with other candidates, this candidate may take more time to respond to incoming calls and resolve customer issues. He/she may be more likely to require a customer to repeat information to confirm understanding.**

|  |   |
|--|---|
| <p>Issue Resolution</p>  | <p>This measures the tendency to engage in behaviors that guide the customer toward issue resolution. This includes identifying customer needs, educating the customer, offering mutually acceptable solutions, ensuring issue resolution, and anticipating future issues.</p>  |
|  <p>30 70 100<br/>Percentile<br/><b>98</b></p>   | <p><b>The candidate is likely to effectively gather information to understand the customer's stated and unstated needs. He/she is likely to educate the customer by fully explaining options that comply with policies/procedures and confirming understanding. The candidate is likely to make effective recommendations or take appropriate actions, and will tend to confirm that the issue was resolved to the customer's satisfaction. In addition, he/she is likely to anticipate and proactively address issues the customer may face in the future.</b></p> |
| <p>Navigation</p>  | <p>This measures the ability to assist the customer by navigating quickly and accurately within a realistic simulated contact center environment.</p>   |
|  <p>30 70 100<br/>Percentile<br/><b>75</b></p>   | <p><b>The candidate tends to excel in navigating between multiple menus to quickly find information in a contact center environment. He/she is able to rapidly determine which menu contains the information needed to solve the customer's problem. The candidate is more likely than others to perform well in a role that requires navigating quickly and accurately through multiple menus to find information or take action to solve a customer's issue.</b></p>  |
| <p>Service Orientation</p>   | <p>This measures the tendency to engage in behaviors such as taking ownership of customer issues, advocating for the customer, and engaging the customer using appropriate tone, positive language, sensitivity, and respect.</p>   |
|  <p>30 70 100<br/>Percentile<br/><b>46</b></p>  | <p><b>The candidate is generally willing to resolve customer issues, but may not express a sincere interest in doing so. At times the candidate may not confidently communicate that he/she is willing and able to see the issue through to a satisfactory resolution and may use tentative language that does not fully reassure the customer. The candidate adequately manages the tone of the conversation to ensure a positive interaction with the customer.</b></p>   |
| <p>Learning Potential</p>  | <p>This is a measure of the potential for success in jobs across industry type and functional area. Candidates' responses to questions regarding developmental influences, educational and work history, and related values and attitudes are compared with response profiles from successful employees. These items are significantly related to a traditional cognitive test of learning ability.</p>   |
|  <p>30 70 100<br/>Percentile<br/><b>68</b></p> | <p><b>The candidate's score indicates that his/her responses regarding education and work-related experiences are similar to those with average learning ability. The candidate should be able to learn work-related tasks, processes, and procedures during the allotted training period. The candidate will be able to perform simple numerical calculations with ease, but may require assistance when dealing with more complex problems. The candidate will perform at an average level in positions requiring these abilities.</b></p>                        |
| <p>Achievement</p>   | <p>This component measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles. This trait is characterized by: working hard; taking satisfaction and pride in producing high-quality work; and being competitive.</p>  |
|  <p>30 70 100<br/>Percentile<br/><b>41</b></p> | <p><b>The candidate is likely to accept moderately challenging goals, but is less likely to take on aggressive projects without specific prodding. The candidate may persist for a time in working through obstacles, but may tend to give up in the face of significant challenges. The candidate shows an average level of competitiveness and a moderate intensity in his/her work.</b></p>  |