

Candidate Information

**Candidate :** Ms May Flowers

**Email :** may.flowers@mail.com

**Assessment Profile:**

**Project Name:** Call Center - Sales Agent

**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.

Sales & Service Phone Simulation

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

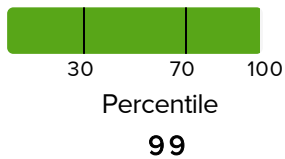
**98**

Recommended

Details

Accurate Typing

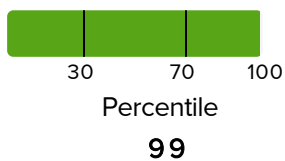
This measures the ability to accurately enter and process information into data entry fields while listening to the customer and to type quickly and accurately, including proper spelling and punctuation.



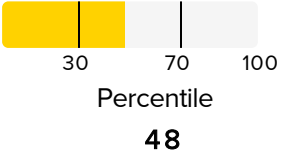
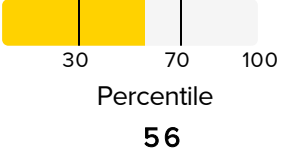
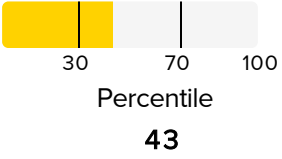
**The candidate is highly skilled at typing, and consistently enters information that is free from errors in spelling and punctuation. He/she has no difficulty accurately recording information provided by a customer into data entry fields. The candidate is likely to type faster than others, and will likely perform this task well 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.



**The candidate tends to be highly skilled at listening effectively and works with a sense of urgency. He/she tends to apply available information to solve a customer's problem quickly, without requiring the customer to repeat information. The candidate is likely to consistently respond promptly to incoming calls, remain focused on customer needs, and resolve issues quickly.**

<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 Percentile 48</p>	<p>The candidate is generally likely to understand or confirm a customer's stated need, but may not always identify or address underlying causes. He/she is generally likely to explain options to the customer before making recommendations or taking action and these solutions will generally comply with policies/procedures. The candidate is likely to effectively resolve the current issue, but may fail to confirm the solution satisfies the customer or anticipate likely issues the customer may face in the future.</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 Percentile 56</p>	<p>The candidate will usually be able to navigate multiple menus in a contact center environment. At times, he/she may have difficulty locating the information menu that is needed and may work more slowly than others when navigating through multiple menus. The candidate is likely to perform adequately in a role that requires navigating quickly and accurately through multiple menus to find information or take action to solve a customer's issue.</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 Percentile 43</p>	<p>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.</p>