



Candidate Information

Candidate : John Smith

Email : johnsmith01@mail.com

Assessment Profile:

Project Name: Contact Center - Sales Agent

Disclaimer :

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Sales & 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

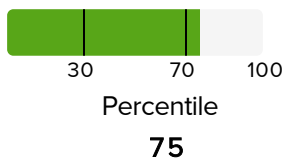
78

Recommended

Details

Accurate Typing

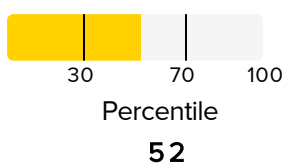
This measures the ability to accurately enter and process information into data entry fields while listening to the customer and to type quickly and accurately, including proper spelling and punctuation.



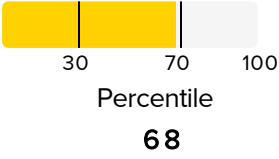
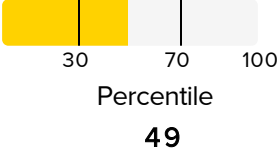
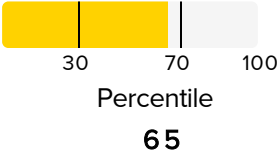
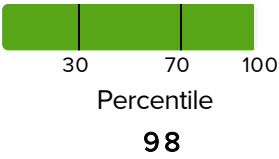
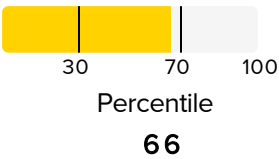
The candidate is highly skilled at typing, and consistently enters information that is free from errors in spelling and punctuation. He/she has no difficulty accurately recording information provided by a customer into data entry fields. The candidate is likely to type faster than others, and will likely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

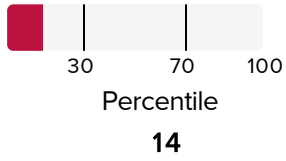


The candidate is generally able to listen carefully to customers and work efficiently. He/she tends to pay attention to and remember what a customer says, but may occasionally ask the customer to repeat information. The candidate is likely to respond reasonably quickly to incoming calls and resolve issues in a timely manner, but may take time to consider the best course of action.

<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>Percentile 68</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>Percentile 49</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>Percentile 65</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>
<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>Percentile 98</p>	<p>The candidate's score indicates that his/her responses regarding education and work-related experiences are very similar to those with high learning ability. The candidate's experiences indicate a propensity to learn work-related tasks, processes, and procedures efficiently and effectively. In addition, the candidate will tend to do well on problems involving numerical reasoning. Thus, the candidate is highly likely to succeed in positions requiring these abilities.</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>Percentile 66</p>	<p>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.</p>

Sales Focus

This is a measure of the attributes related to success in sales jobs. Sales Focus is characterized by: persistence for overcoming obstacles in order to close a sale, desire to pursue aggressive goals and achieve results, and high levels of energy and stamina even after a hard refusal/rejection.



The candidate is less likely than other candidates to put in extra effort to persist in overcoming challenges when trying to close a sale. The candidate may tend to shy away from setting difficult goals, or become discouraged by them. He/She is not likely to enjoy a busy schedule and may work more slowly than others, especially in the face of refusal or rejection.