

Personal details

Name	Sample Candidate
Email	sample.candidate@outlook.com
Participant id	417980172124012
Client	SHL US Technical Support

Project details


Project name	Contact Center Hiring - Chat Agent
Participant start date	January 5, 2024
Participant completion date	January 5, 2024
Total questions	2
Total time	25 min
Response time	10 min 57 sec

Instructions

This report provides a detailed analysis of the participant's performance on different assessments. The tests for this job role were decided based on job analysis, O*Net taxonomy mapping and/or criterion validity studies. The participant's responses to these tests help construct a profile that reflects their likely performance level and achievement potential in the job role.

Overall score

Overall scores: Headlines from the participant's completed assessment(s)

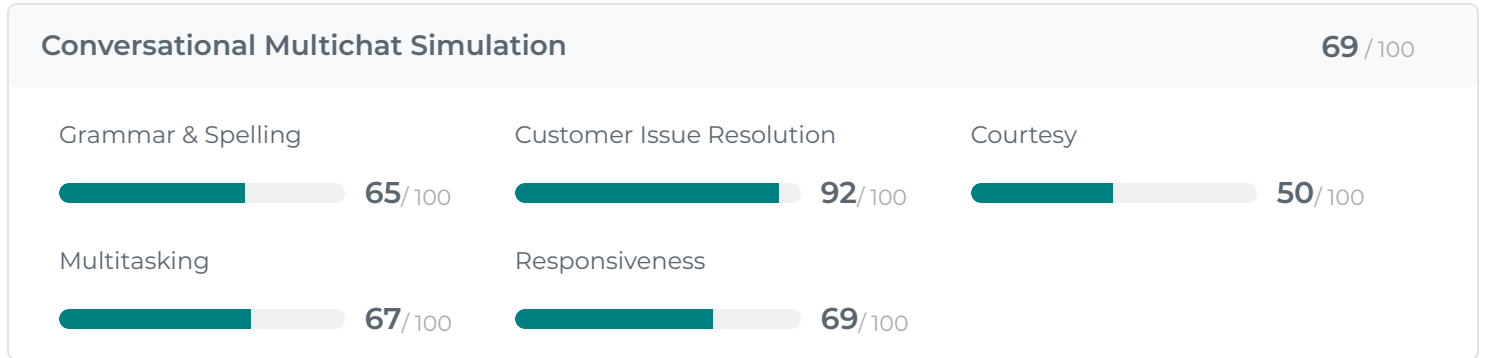


Conversational Multichat Simulation

Test Taken: January 5, 2024

Detailed scores

Detailed scores



Responses

Conversational Multichat Simulation69 / 100

Chat Context 1
Hi! Good Morning.

Response

Hello.. good morning A

C Hello. I traveled from Denver to San Francisco last night on flight number AC 132. I had two check-in bags in total,out of which one did not show up on the conveyor belt.

How may I help you today? A

C I traveled from Denver to San Francisco last night on flight number AC 132. I had two check-in bags in total,out of which one did not show up on the conveyor belt.

I am sorry to hear that A

C I am very worried..

C Hi, are you there?

A Yes, I am here, can I please get the unique reporting number that you recieved after filling out the Baggage claim form A

C The reporting(complaint) number is 11-223-40. Yes, I filled the baggage claim form.

A Your baggage has been found and is in transit A

C Thank God, you found my bag. When will my bag be delivered to me?

Error Summary

● Chat Etiquette 0

Chat Statistics

05:46

Chat duration

7

Dialogues

0

Unnecessary details count

Chat transcript snippet:

- A: This should be delivered to you by 10th June 2023
- C: ok, thanks.
- C: Thanks for all the help, Bye!!
- A: Thanks. Bye
- C: Thanks a lot for the information! Bye.

Chat Context 2

Hi! Good Morning.

Response

Chat transcript:

- A: Hello.. good morning
- C: Hello. I want to request an increase in my credit card spending limit.
- A: sure, I can help you with that
- C: Please process my request.
- A: can I please get your registered phone number
- C: My mobile number is 7314373924.
- A: Can I please get last 4 digits of your credit card
- C: My credit card last 4 digit is 6678.
- A: thanks, and can you please share your mother's maiden name
- C: My mother's maiden name is Priscilla.
- C: Hi, are you there?

Error Summary

 Chat Etiquette 0

Chat Statistics

07:18

Chat duration

14

Dialogues

0

Unnecessary details count

yes, I am here.. Please give me a moment to check your details.

A

Please process my request.

C

Yes, your credit limit can be increased

A

When will I get an update regarding this?.

C

can you please tell me what is the revised credit limit you want to apply

A

I want my credit card limit to be 20,000.

C

ok, let me check

A

Do you need any other detail.

C

Your credit limit has been increased to 20,000

A

When will I get an update regarding this?.

C

It should be releted within 3-5 working days

A

ok, thanks for the confirmation about the update.

C

Is there anything else I can help you with

A

When will I get an update regarding this?.

C

You should get an update within 3-5 working days

A

ok, thanks for the confirmation about the update.

C

your welcome. Bye

A

Please help in resolving the issue.

C

C

Please help in resolving the issue.

Glossary

Competency Definitions

Conversational Multichat Simulation

Grammar & Spelling

The candidate is scored based on the number of grammatical and spelling errors they make.

Customer Issue Resolution

Assess the candidate's ability to successfully complete the tasks in the SOP, including required details and actions. Candidates are penalised for requesting irrelevant information.

Courtesy

Assesses the professionalism of the candidate's communication. Using polite terms like "please" and "thank you" is rewarded, while using informal language is penalized.

Multitasking

Measures the candidate's ability to handle several chats at the same time. Handling chats consecutively will lower this score.

Responsiveness

Measures the candidate's ability to conclude chats within a specific timeframe. This score focuses on the overall time taken by the candidate, not the number of completed action items (see Task completion).

Disclaimer: The report herein is generated from the results of a questionnaire answered by the participant and reflects the answers provided by them. Due consideration must be given to the subjective nature of questionnaire-based ratings in the interpretation of this data. The information enclosed in this report 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. Please note, this report has been generated electronically – the user of the software can make amendments and additions to the text of the report.