

## Candidate Information

**Candidate :** Sample Candidate

**Email :** Sample.Candidate@shl.com

**Assessment Profile:**

**Project Name:** Customer Service Phone Solution

**Completion Date:** 03-19-2020

**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**

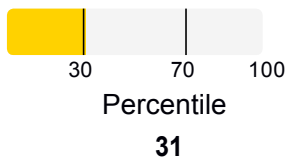
**45**

☞ Recommended

## Details

### Accurate Typing

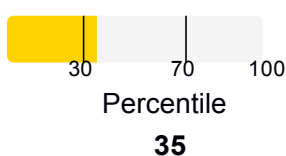
This measures the ability to accurately enter and process information into data entry fields while listening to the customer and to type quickly and accurately, including proper spelling and punctuation.



**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.



**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 24</p>	<p><b>Compared with other candidates, this candidate may be more likely to focus on the customer's stated issue without probing or searching for additional information to further understand the issue. At times, he/she may offer solutions that do not adequately address the customer's needs, or may recommend actions that are inconsistent with policies/procedures. The candidate may end the interaction without confirming that the issue has been fully resolved to the customer's satisfaction.</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>Percentile 99</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>Percentile 88</p>	<p><b>The candidate is likely to take personal accountability for customer issues, conveying a genuine interest in assisting the customer, and confidently reassuring the customer that he/she will do whatever is possible to fully resolve the issue. The candidate is likely to communicate in a way that engages the customer by framing issues positively, demonstrating respect and empathy, and making the customer feel valued.</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>Percentile 14</p>	<p><b>The candidate's score indicates that his/her responses regarding education and work-related experiences are similar to those with below average learning ability. The candidate may have difficulty learning work-related tasks, processes, and procedures during the allotted training period, and may never fully assimilate this knowledge. In addition, the candidate will struggle with problems involving even simple numerical calculations, and will not likely be able to solve more complex problems. Thus, the candidate is unlikely to succeed 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>Percentile 21</p>	<p><b>The candidate is likely to avoid challenging goals and projects, preferring to work only as hard as is necessary to complete tasks. The candidate may display little initiative and will tend to give up easily when confronted with obstacles. The candidate is unlikely to be motivated by peer competition or ambitious deadlines, and may appear to lack an appropriate degree of urgency in approaching his/her work.</b></p>