

# Customer Service Detailed Report

## Candidate name:

Sample Candidate



**Percentile: 4%**

**⊗ Not Recommended**

## 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.

## Instructions

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. Please note that the assessment components included in this solution report are not weighted equally. Some of the components are broad measures of behavior and some are more narrow. Competencies denoted by an asterisk (\*) are measures of narrow behaviors. While these behaviors are important to the overall score, they are not weighted as heavily when compared to other components in this solution. Our research indicates this weighting best predicts job performance. If you would like more information about this report (including scoring) or other products that SHL offers, please contact your account representative.

### Issue Resolution

This measures the tendency to engage in behaviours 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.



**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.**

### Service Orientation

This measures the tendency to engage in behaviours such as taking ownership of customer issues, advocating for the customer, and engaging the customer using appropriate tone, positive language, sensitivity, and respect.



**Compared with other candidates, this candidate may be more likely to try and resolve a customer's issue without first taking the time to make the customer feel supported and appreciated. While the candidate is likely to frame issues in a realistic or cautionary manner, he/she may use negative or tentative language when doing so. As a result, the candidate may be perceived as unwilling or uninterested in assisting the customer.**

### Understands Others \*

This measures the extent to which the candidate observes and analyses behaviour to understand others' reactions and perspectives.



**This candidate is likely to try and understand the behaviour of others and show some awareness of others' points of view.**

### Listens Attentively \*

This measures the extent to which the candidate listens patiently and attentively.



**This candidate tends to listen to others with minimal interruption. They try to understand others' points of view before forming an opinion.**

### Acts Ethically \*

This measures the extent to which the candidate upholds certain behavioural standards regardless of external pressure or competing agendas.



**This candidate is likely to uphold principles that conform to accepted standards, but may vary on which standards to uphold depending on the situation.**

### Creates a Positive Impression \*

This measures the extent to which the candidate manages own behaviour to create a positive impression.



**This candidate is more likely to make a good first impression, dress appropriately for any situation, and appear professional at all times.**

### Analyses Information \*

This measures the extent to which the candidate identifies key factors and integrates information to understand data or situations.



**This candidate is likely to be willing to work on tasks that involve analysing, integrating information and identifying solutions.**

### Learns Quickly \*

This measures the extent to which the candidate picks up new information and techniques easily.



**This candidate is likely to absorb and understand new information.**

### Works to High Quality Standards \*

This measures the extent to which the candidate completes every task with a high degree of quality.



**This candidate may not be conscious of the quality of their work, and can be satisfied with a task even if everything is not done properly.**

### Adapts to Cultural Differences \*

This measures the extent to which the candidate is interested in and relates well with people from different cultures.



**This candidate is likely to function well in groups that are diverse in terms of gender, race, or culture, but may not always accommodate for these differences when there is conflict.**