

Candidate Information

Candidate : Mr Sample Candidate

Email : SampleCandidate05.12@shl.com

Assessment Profile:

Project Name: Customer service phone Simulation - UKE

Completion Date: 05-12-2022

Disclaimer :

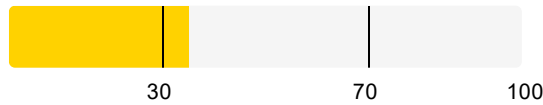
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Customer Service Phone Simulation - UKE

Instructions

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behaviour. If you would like more information about this interpretive report or other products that SHL offers, please contact your account representative.

Overall Score



Percentile

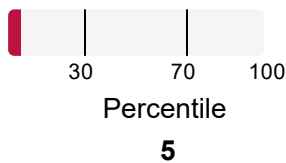
35

Recommended

Details

Accurate Typing

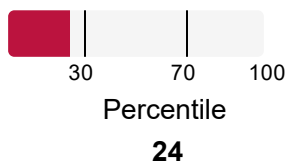
This measures the ability to accurately enter and process information into data entry fields while listening to the customer and to type quickly and accurately, including proper spelling and punctuation.



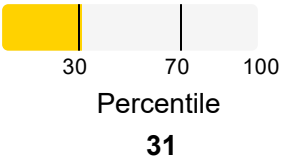
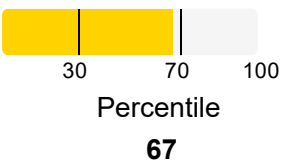
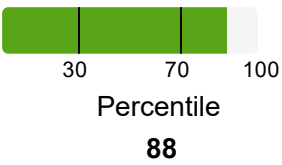
Compared with other candidates, this candidate is more likely to make spelling and punctuation errors when typing. He/she may be more likely to make mistakes when recording information into different types of data entry fields while listening to the customer. The candidate will often type more slowly than other candidates or may take more time than others to correct typing mistakes.

Attentiveness

This measures the ability to respond quickly to incoming calls, listen effectively to minimise the need for the customer to repeat information, and resolve calls in a timely manner.



Compared with other candidates, this candidate may take more time to respond to incoming calls and resolve customer issues. He/she may be more likely to require a customer to repeat information to confirm understanding.

<p>Issue Resolution</p>	<p>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.</p>
 <p>30 70 100 Percentile 31</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 centre environment.</p>
 <p>30 70 100 Percentile 67</p>	<p>The candidate will usually be able to navigate multiple menus in a contact centre 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 behaviours 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 88</p>	<p>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.</p>