

Candidate Information

Candidate : Miss Sample Candidate

Email : SampleCandidate.05.12@shl.com

Assessment Profile:

Project Name: Customer service phone Solution - UKE

Completion Date: 05-12-2022

Disclaimer :

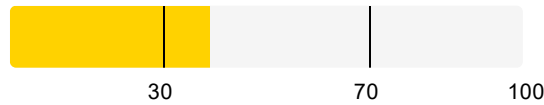
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Customer Service Phone Solution - UKE

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

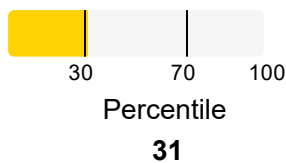
39

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.



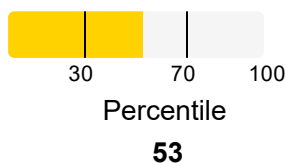
Percentile

31

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

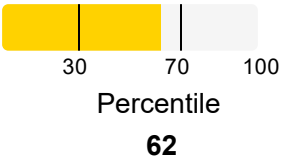
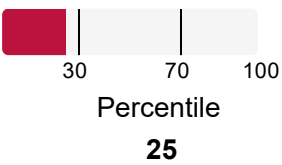
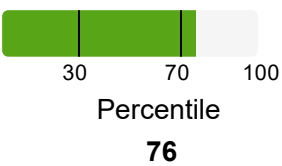
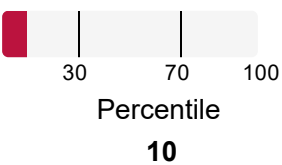
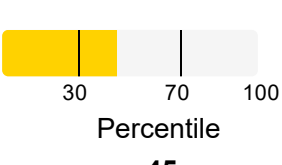
This measures the ability to respond quickly to incoming calls, listen effectively to minimise the need for the customer to repeat information, and resolve calls in a timely manner.



Percentile

53

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 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>Percentile 62</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>Percentile 25</p>	<p>Compared with other candidates, this candidate may take longer to navigate within multiple menus in a contact centre environment. He/she may make multiple navigation attempts before determining which menu contains the information needed to address customer issues. The candidate may take longer than others to learn how to efficiently find information to resolve the 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>Percentile 76</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>
<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 characterised by: working hard; taking satisfaction and pride in producing high quality work; and being competitive.</p>
 <p>Percentile 10</p>	<p>This candidate may be 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 may 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.</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 45</p>	<p>The candidate's score indicates that his/her responses regarding education and work-related experiences are similar to those with average learning ability. The candidate should be able to learn work-related tasks, processes, and procedures during the allotted training period. The candidate will be able to perform simple numerical calculations with ease, but may require assistance when dealing with more complex problems. The candidate will perform at an average level in positions requiring these abilities.</p>