

# Precise Fit 初级技术支持岗位解决方案

## 测评简介

### 概述

Precise Fit 初级技术支持岗位解决方案为初级工作岗位设计，考察作为客服人员，候选人是否能有效提供技术支持。工作内容包括但不限于：以面对面、电话或网络在线的形式回答并为客户解决电脑问题，提供硬件或软件支持，包括打印、软件安装、文字处理、邮件和操作系统。本解决方案可能适用的职位有：电脑专员、技术支持专员、电脑技术员、技术支持中心分析员、IT专员、网络技术员等。

职位级别 ..... 初级

职位类别 ..... 客服

### 详细信息

平均测试时间 (分钟) ..... 18 分钟

形式 ..... 电脑、手机

问题类型 ..... 单选题、最符合 / 最不符合

### 所衡量的知识、技能、能力和胜任力

**控制情绪：** 用于衡量候选人能在多大程度上控制负面情绪。

**处理不确定性：** 用于衡量在职责和情况不明确的情况下，候选人能否有效工作的程度。

**顾客为中心：** 用于衡量候选人是否能在与顾客沟通时保持热情，具体表现为：为带来的不便真诚道歉、能够耐心、冷静地应对粗鲁的顾客以及为顾客提供信息或产品。

**有同情心：** 用于衡量候选人是否能设身处地、意识到他人的需求并提供帮助。

**提出新想法：** 用于衡量候选人提出创新方法的能力。

**保持良好的工作关系：** 用于衡量候选人努力发展与他人的良好关系的程度。

**努力实现目标：** 用于衡量候选人是否能主动设定高目标并努力达到或超越这些目标。

**应对压力：** 用于衡量候选人在压力下是否能客观应对情况并保持冷静和专注。

**理解他人：** 用于衡量候选人是否能通过观察和分析来了解他人的行动和想法。

**自主工作：** 用于衡量在没有监督或其他人参与的情况下，候选人是否能完成工作。

## 示例问题 - 手机版



## 示例问题 - 电脑版



## 示例报告

Candidate Information	
<b>Candidate :</b> Test Candidate	<b>Email :</b> Test@testcandidate.com
<b>Template Selected:</b> Precise Fit Entry Level Technical Support	<b>Project Name:</b> Technical Support
<b>Job role:</b> Technical Support Specialist	<b>Candidate Location(s):</b> Washington, DC
<b>Disclaimer :</b> 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.	

### PF Entry Level Technical Support Sift Out USE

#### 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

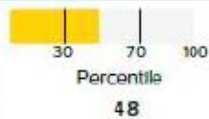
64

Recommended

#### Details

##### Customer Focus

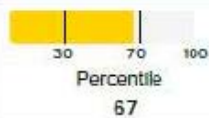
This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient; tolerating rude customers calmly; and searching for information or products for customers.



The candidate will usually meet customer needs and solve basic problems. However, he/she may also sometimes interrupt or fail to pay attention when customers speak. The candidate may also forget to give customers special information, or fail to communicate clearly with customers.

##### Works autonomously

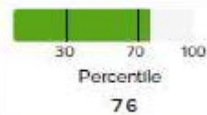
This measures the extent to which the candidate works well without supervision or engaging others.



This candidate is likely to work independently with limited supervision, and ask others for help only after trying to resolve the situation on their own.

##### Understands others

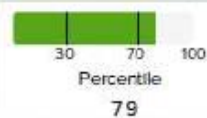
This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.



This candidate is likely to understand the motives, behavior and perspectives of others.

##### Demonstrates empathy

This measures the extent to which the candidate is aware of others' needs and extends a helping hand.



This candidate tends to genuinely care about people, recognize when they need support, and freely provide help.

<p><b>Maintains good working relationships</b></p> <p>30 70 100 Percentile 73</p>	<p>This measures the extent to which the candidate puts effort into developing good relationships with others.</p> <p>This candidate is likely to place a priority on their working relationships and put effort into maintaining these relationships over time.</p>
<p><b>Generates new ideas</b></p> <p>30 70 100 Percentile 52</p>	<p>This measures the extent to which the candidate creates innovative approaches.</p> <p>This candidate is likely to suggest some novel and imaginative ideas when presented the opportunity to do so.</p>
<p><b>Copes with uncertainty</b></p> <p>30 70 100 Percentile 76</p>	<p>This measures the extent to which the candidate is productive when roles and situations are not clearly defined.</p> <p>This candidate is likely to deal confidently with ambiguity and maintain productivity when clear direction is not available.</p>
<p><b>Thrives under pressure</b></p> <p>30 70 100 Percentile 72</p>	<p>This measures the extent to which the candidate keeps things in perspective and stays calm and focused when under pressure.</p> <p>This candidate may be able to stay productive when work pressures increase, and have an easier time remaining calm when under pressure.</p>
<p><b>Controls emotions</b></p> <p>30 70 100 Percentile 80</p>	<p>This measures the extent to which the candidate keeps negative emotions under control.</p> <p>This candidate is likely to be able to contain and control negative emotions in difficult situations, and avoid emotional displays.</p>
<p><b>Strives to achieve</b></p> <p>30 70 100 Percentile 53</p>	<p>This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.</p> <p>This candidate is likely to set goals that are somewhat demanding but still achievable. They are likely to show good effort but may tend to focus on the most achievable goals.</p>