

Precise Fit Entry Level Technical Support Solution

Assessment Fact Sheet

Overview

The Precise Fit Entry Level Technical Support Solution is for entry-level positions in which employees provide technical assistance to computer users in a contact center environment. Sample tasks for these jobs include, but are not limited to: answering questions or resolving computer problems for clients in person, via telephone, or electronically, providing assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Potential job titles that use this solution are: Computer Specialist, Computer Support Specialist, Computer Technician, Desktop Support Technician, Help Desk Analyst, Help Desk Technician, Information Technology Specialist (IT Specialist), Network Technician, Support Specialist and Technical Support Specialist.

Job Level Entry-level

Job Family/Title Contact Center

Details

Average Testing Time 18 minutes

Formats Available PC, Mobile

Question Format Multiple Choice, Most / Least

Knowledge, Skills, Abilities and Competencies Measured

Controls Emotions: This measures the extent to which the candidate keeps negative emotions under control.

Copes with Uncertainty: This measures the extent to which the candidate is productive when roles and situations are not clearly defined.

Customer Focus: This measures 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.

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

Generates New Ideas: This measures the extent to which the candidate creates innovative approaches.

Maintains Good Working Relationships: This measures the extent to which the candidate puts effort into developing good relationships with others.

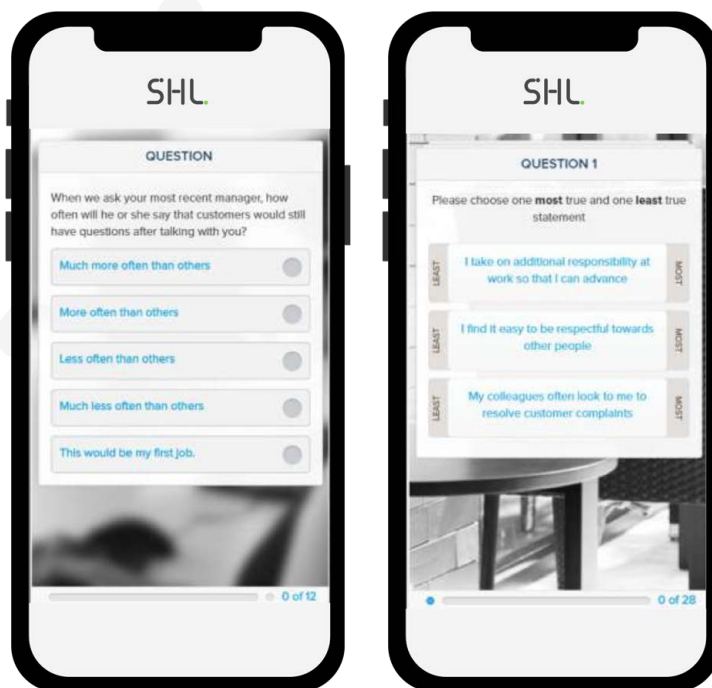
Strives to Achieve: This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.

Thrives Under Pressure: This measures the extent to which the candidate keeps things in perspective and stays calm and focused when under pressure.

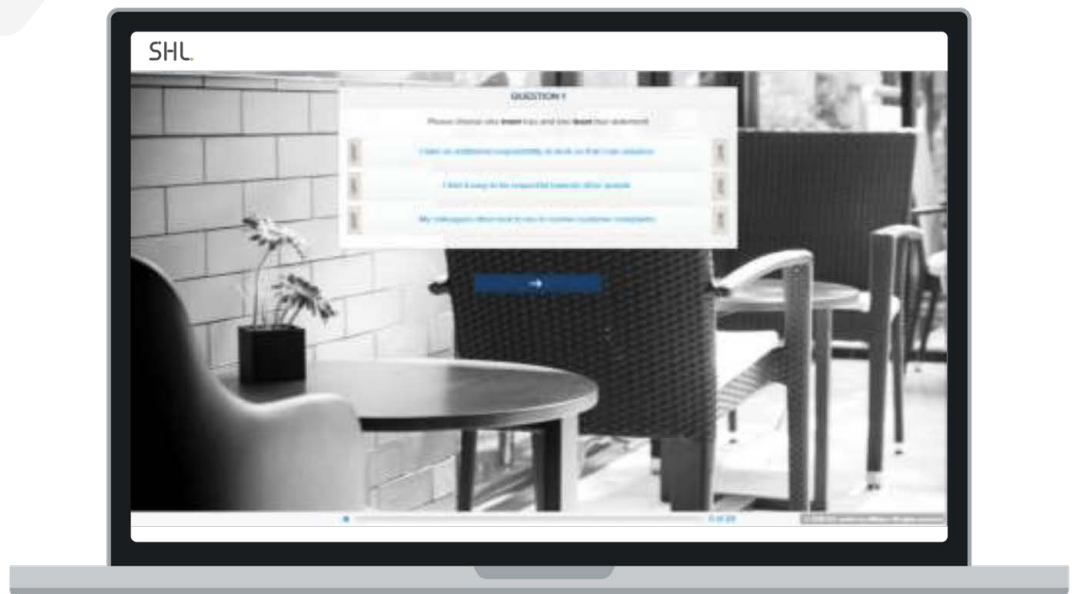
Understands Others: This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.

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

Sample Items - Mobile



Sample Items - PC



Sample Items - Sample Report

Candidate Information

Candidate : Test Candidate
 Template Selected: Precise Fit Entry Level Technical Support
 Job role: Technical Support Specialist

Email : Test@testcandidate.com
 Project Name: Technical Support
 Candidate Location(s): Washington, DC

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 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

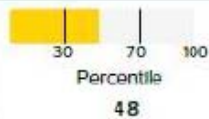
64

Recommended

Details

Customer Focus

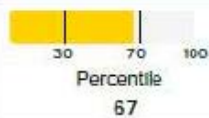
This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient; tolerating rude customers calmly; and searching for information or products for customers.



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

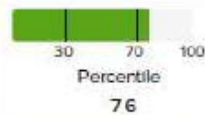
This measures the extent to which the candidate works well without supervision or engaging others.



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

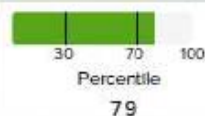
This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.



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>Maintains good working relationships</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>Generates new ideas</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>Copes with uncertainty</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>Thrives under pressure</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>Controls emotions</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>Strives to achieve</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>