SHL.

Candidate Information

Candidate : Mr Ooo Oooo

Assessment Profile:

Completion Date: 07-16-2020

Email : ooo_ooo@shl.com

Project Name: Testing - CCSims

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Customer Service Phone Simulation

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.
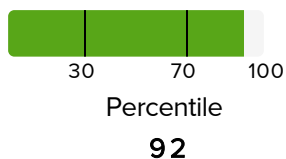
Overall Score

30   70   100

Percentile
81

✔ Recommended
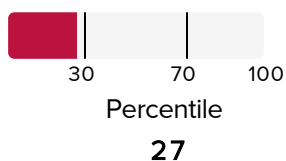

Details

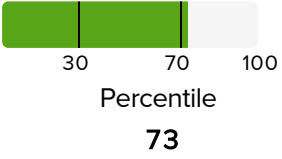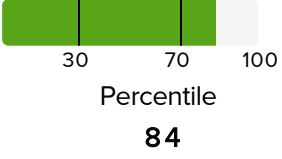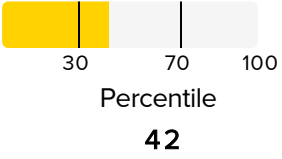| Accurate Typing	This measures the ability to accurately enter and process information into data entry fields while listening to the customer and to type quickly and accurately, including proper spelling and punctuation.
30 70 100 **Percentile** **92**	**The candidate is highly skilled at typing, and consistently enters information that is free from errors in spelling and punctuation. He/she has no difficulty accurately recording information provided by a customer into data entry fields. The candidate is likely to type faster than others, and will likely perform this task well on the job.**

Attentiveness	This measures the ability to respond quickly to incoming calls, listen effectively to minimize the need for the customer to repeat information, and resolve calls in a timely manner.
30 70 100 **Percentile** **27**	**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.**

Issue Resolution	This measures the tendency to engage in behaviors 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.
Percentile **73**	**The candidate is likely to effectively gather information to understand the customer's stated and unstated needs. He/she is likely to educate the customer by fully explaining options that comply with policies/procedures and confirming understanding. The candidate is likely to make effective recommendations or take appropriate actions, and will tend to confirm that the issue was resolved to the customer's satisfaction. In addition, he/she is likely to anticipate and proactively address issues the customer may face in the future.**
Navigation	This measures the ability to assist the customer by navigating quickly and accurately within a realistic simulated contact center environment.
Percentile **84**	**The candidate tends to excel in navigating between multiple menus to quickly find information in a contact center environment. He/she is able to rapidly determine which menu contains the information needed to solve the customer's problem. The candidate is more likely than others to perform well in a role that requires navigating quickly and accurately through multiple menus to find information or take action to solve a customer's issue.**
Service Orientation	This measures the tendency to engage in behaviors such as taking ownership of customer issues, advocating for the customer, and engaging the customer using appropriate tone, positive language, sensitivity, and respect.
Percentile **42**	**The candidate is generally willing to resolve customer issues, but may not express a sincere interest in doing so. At times the candidate may not confidently communicate that he/she is willing and able to see the issue through to a satisfactory resolution and may use tentative language that does not fully reassure the customer. The candidate adequately manages the tone of the conversation to ensure a positive interaction with the customer.**