

Sample Candidate

Test ID: 265770199524529 |  SampleCandidate06.12@shl.com

Test Date: December 6, 2022

Contact Center Call Simulation

42 %tile



Score: 47/100

Contact Center Call Simulation

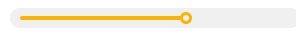
 42 Percentile

Navigation



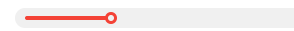
45 / 100

Customer Centricity



60 / 100

Process Adherence



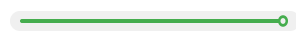
30 / 100

Documentation



50 / 100

Typing Accuracy



100 / 100




Typing Speed

36 WPM

Score Interpretation

- **Evaluators' score:** Refers to human evaluators rating the candidate on a numeric scale (for example 1-5) from which an overall score is generated.
- **AI-based evaluation (#/100):** Scores generated by artificial intelligence are shown as ratings on a scale of 1-100.
- **Comparison score (percentile):** A score that's been compared against a group of other candidates (also known as a normed score). For example, a candidate in the 60th percentile has scored better than 60% of the people in the comparison group.
- **Absolute score (#/100):** A score based on the number of correct responses. For example, a score of 60/100 means the candidate answered 60% of the questions correctly.

The color coding in this report is as given below:

-  Scores between 71 and 100
-  Scores between 31 and 70
-  Scores between 0 and 30

1 | Insights

Contact Center Call Simulation

 42 Percentile

 **Navigation**  **45** / 100

This competency indicates the candidate's ability to accurately navigate through the CRM interface to locate the correct piece of information.

 **Customer Centricity**  **60** / 100

This competency depicts the candidate's ability to handle customer queries, requests and complaints promptly, decisively and respectfully, leading to a positive customer experience.

 **Process Adherence**  **30** / 100

This competency depicts the candidate's ability to understand and follow predefined processes while performing a task or sharing information.

 **Documentation**  **50** / 100

This competency depicts the candidate's ability to document the details of a customer interaction correctly.

 **Typing Accuracy**  **100** / 100

This competency depicts the candidate's typing ability and provides a score on her typing accuracy.

 **Typing Speed** **36** WPM

This competency depicts the candidate's typing ability and provides a score on her typing speed in wpm (words per minute).