

Candidate Information

Candidate : Mr Sample Sample

Email : jhshf@gmail.com

Assessment Profile:

Project Name: sim

Completion Date: 13-07-2022

Disclaimer :

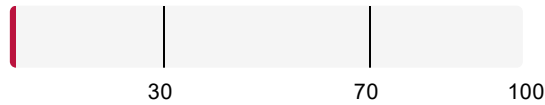
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Sales & Service Phone Simulation - UKE

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

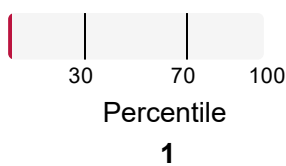
1

⊗ Not Recommended

Details

Accurate Typing

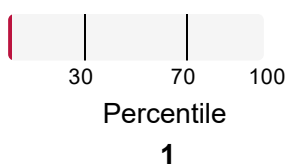
This measures the ability to accurately enter and process information into data entry fields while listening to the customer and to type quickly and accurately, including proper spelling and punctuation.



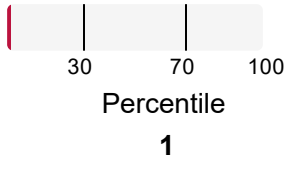
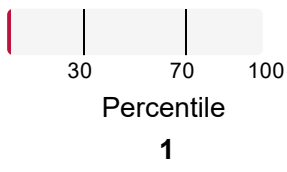
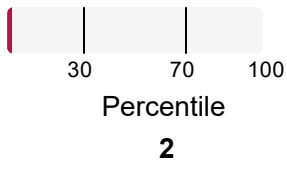
Compared with other candidates, this candidate is more likely to make spelling and punctuation errors when typing. He/she may be more likely to make mistakes when recording information into different types of data entry fields while listening to the customer. The candidate will often type more slowly than other candidates or may take more time than others to correct typing mistakes.

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.



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.

<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 1</p>	<p>Compared with other candidates, this candidate may be more likely to focus on the customer's stated issue without probing or searching for additional information to further understand the issue. At times, he/she may offer solutions that do not adequately address the customer's needs, or may recommend actions that are inconsistent with policies/procedures. The candidate may end the interaction without confirming that the issue has been fully resolved to the customer's satisfaction.</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 1</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 2</p>	<p>Compared with other candidates, this candidate may be more likely to try and resolve a customer's issue without first taking the time to make the customer feel supported and appreciated. While the candidate is likely to frame issues in a realistic or cautionary manner, he/she may use negative or tentative language when doing so. As a result, the candidate may be perceived as unwilling or uninterested in assisting the customer.</p>