



## Joe Sample

Date: 08/10/2016

Time: 6:57 AM

Candidate ID: 43342

Email: success@super-solutions.com

Norm Group: Call Center - Customer Service

Organization: Success Performance Solutions

To ensure you are obtaining the full benefits available to you from the use of this assessment, please read the information contained in this report carefully. By using the information provided in this report, you are acknowledging that you understand the general guidelines for interpreting the assessment results.

While this assessment was designed to help assess various aspects of personality and/or skills, the report results are presented in terms of probabilities. False Positives and False Negatives are expected. PsyMetrics and the test developer are not liable for test taker behaviors.

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## What the Elite Call Center - Service Profile Measures

The Elite Call Center - Service Profile is a general indicator of the individual's ability to provide excellent customer service to customers within a call center environment.

The areas assessed by this Profile are:

Customer Relations	Customer Relations measures the degree to which the individual is friendly, people-oriented and exhibits excellent interpersonal skills when interacting with customers. This characteristic is important for all call center jobs that involve interacting with customers.
Stress Management	Stress Management measures the degree to which the individual is likely to demonstrate patience and calmness during times of conflict and pressure at work. This characteristic is appropriate for most call center jobs.
Team Player	Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships including working in harmony with others to achieve a common goal. This characteristic is important for call center jobs requiring interaction and cooperation among coworkers.
Willingness to Help	Willingness to Help measures the degree to which the individual is service-oriented and is likely to go out of his/her way to help customers. This characteristic is important for all call center-related jobs that involve interacting with customers.

### Candidness of the Elite Call Center -Service Profile Results

This Profile includes a candidness check to determine the degree to which the individual may have exaggerated his/her responses in order to present themselves more favorably. The results of this validity check with interpretation is presented on the following page.

### Interpreting the Elite Call Center -Service Profile

The following page also presents the Total Score Summary and Total Score Interpretation. This is followed by the Score Profile. The Score Profile includes the scores for all of the scales. The scores are presented in terms of percentiles. The percentile indicates how the candidate scored relative to all other individuals who have taken the assessment. For example, if a candidate's score on a particular scale shows as the 75th percentile, this indicates he/she scored better than 75% of all other people who have completed that scale.

The pages that follow the Score Profile provide detailed interpretations for each of the scales, as well as, management strategies and follow-up interview questions one can ask the candidate to obtain more insight with respect to areas needing development.



## Total Score Summary



## Total Score Interpretation

This individual's overall Call Center - Customer Service assessment score falls within the High range. There is a higher probability that this individual will possess the service orientation needed to provide excellent service to customers and co-workers when compared to those scoring lower. This is definitely an area of strength for this individual. Review individual scale scores for more details regarding the candidate's performance.

## Score Validity

Candidness: High: The candidate's responses are likely to be an accurate representation of his/her attitudes and behaviors.



## Score Profile



The bar graph above shows the candidate's score pattern across all the dimensions assessed by this profile. The pages that follow offer detailed insight into each dimension score.



## Customer Relations



### Score Details

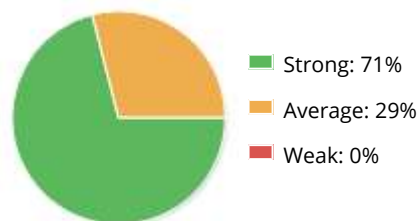
Customer Relations measures the degree to which the individual is friendly, people-oriented and exhibits excellent interpersonal skills when interacting with customers. This characteristic is important for all call center jobs that involve interacting with customers.

Joe Sample scored in the 87th percentile on Customer Relations (High), meaning Joe scored better than 87 percent of other candidates who have completed this assessment.



### Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Customer Relations behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Customer Relations.



### Expected Job Behaviors

- This individual is friendly, people-oriented and exhibits excellent interpersonal skills.
- Enjoys dealing with customers.
- He/she enjoys interacting with others.
- Is outgoing and personable.



## Stress Management



### Score Details

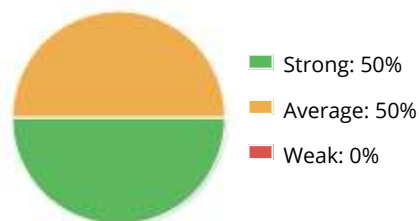
Stress Management measures the degree to which the individual is likely to demonstrate patience and calmness during times of conflict and pressure at work. This characteristic is appropriate for most call center jobs.

Joe Sample scored in the 51st percentile on Stress Management (Average), meaning Joe scored better than 51 percent of other candidates who have completed this assessment.



### Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Stress Management behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Stress Management.



### Expected Job Behaviors

- Demonstrates some degree of patience during difficult work situations.
- At times, he/she gets frustrated with change, but does his/her best to deal with it.
- He/she generally remains calm during times of conflict, but often times this can be a challenge.
- This individual's stress management score is consistent with most other candidates.



## Team Player



### Score Details

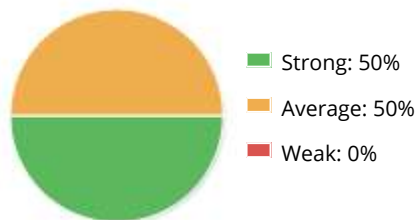
Team Player measures the degree to which the individual is likely to cooperate in all aspects of his/her work relationships including working in harmony with others to achieve a common goal. This characteristic is important for call center jobs requiring interaction and cooperation among coworkers.

Joe Sample scored in the 70th percentile on Team Player (High), meaning Joe scored better than 70 percent of other candidates who have completed this assessment.



### Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Team Player behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Team Player.



### Expected Job Behaviors

- This individual will be a team player and will cooperate in all aspects of his or her work relationships.
- He/she values interpersonal relationships and will "chip in" to help others when necessary.
- He/she has the ability to work in harmony with others to achieve a common goal.
- Will compromise when appropriate to achieve team goals.



## Willingness to Help



### Score Details

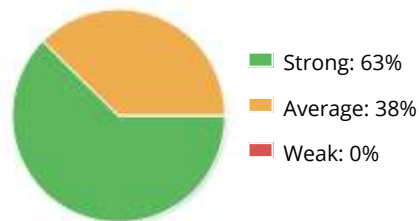
Willingness to Help measures the degree to which the individual is service-oriented and is likely to go out of his/her way to help customers. This characteristic is important for all call center-related jobs that involve interacting with customers.

Joe Sample scored in the 81st percentile on Willingness to Help (High), meaning Joe scored better than 81 percent of other candidates who have completed this assessment.



### Strength of Candidate's Responses

The graphic below shows the candidate's response pattern for the Willingness to Help behavioral dimension. This illustration is useful for assessing the strength of the candidate's attitudes and behaviors associated with Willingness to Help.



### Expected Job Behaviors

- Deals effectively with customers.
- Is patient with customers.
- Listens to customer needs.
- Is able to handle difficult customer situations.

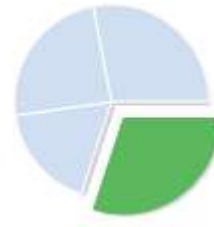


## Management Strategies

This section of the report offers suggestions for developing or managing the candidate based on his/her Profile responses. The diagram below also offers a graphical representation of the areas covered by the Profile. The smaller the area, the more coaching/development might be required.

### Customer Relations

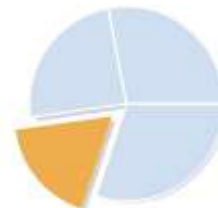
- This individual has the interpersonal skills needed to be in jobs requiring interactions with customers. Therefore, he/she can be an asset when placed in direct contact with customers.
- He/she tends to be very friendly and outgoing. Ensure that they have the ability to interact with others regularly to maintain their levels of satisfaction.
- They tend to get along with all coworkers therefore are ideal for jobs requiring interactions between departments.
- Some of these candidates may have a tendency to be overly sociable. If this gets in the way of their productivity, bring it to their attention so they get back on task.



- Customer Relations 87%
- Stress Management 51%
- Team Player 70%
- Willingness to Help 81%

### Stress Management

- Training should be offered to this individual focusing on specific work situations that are considered stressful.
- These stressful situations should be role-played with the individual and appropriate behaviors need to be identified. And practiced.
- Monitor him/her during high-pressure situations and offer assistance when necessary, pointing out strategies for handling the situation.



- Customer Relations 87%
- Stress Management 51%
- Team Player 70%
- Willingness to Help 81%

### Team Player

- These candidates value interpersonal relationships with team members, colleagues and managers. Therefore, these should be taken into consideration when working with the individual.
- To maintain team oriented and cooperative behaviors, involve the individual in setting team goals and reward him/her for demonstrating team oriented behaviors.
- For individuals who do not participate in team or group activities, develop close relationships with them and involve them in goal setting.
- While cooperativeness is important for both team and individual success, care must be taken to make sure the individual does not undervalue his/her individual contributions in favor of constant compromise within the team. Both team orientation and individual competitiveness are important for overall success. It is important that the individual be made aware of this and that efforts are made to find the right balance.



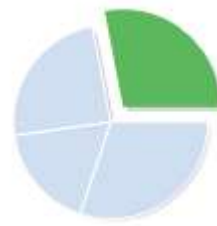
- Customer Relations 87%
- Stress Management 51%
- Team Player 70%
- Willingness to Help 81%





## Willingness to Help

- This individual is most effective interacting with and assisting customers.
- Reinforce excellent customer service through praise or awards programs.
- This individual may be a good mentor or trainer in the area of how to best service customers.



- Customer Relations 87%
- Stress Management 51%
- Team Player 70%
- Willingness to Help 81%



## Interview Guide

This report includes follow-up interview questions that focus on those areas where further development might be needed. These questions serve as an excellent guide during the hiring process, coaching or developmental efforts to further uncover potentially negative behavioral tendencies.

### Customer Relations

**Question:**

Tell me how you have handled angry customers in the past. Give specific examples.

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

3

Response Expected of a  
Satisfactory Employee

4

5

Response Expected of an  
Excellent Employee

6

7

**Question:**

When dealing with customers, do you generally focus solely on that customer, or do you generally engage in two or three other tasks at the same time?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

3

Response Expected of a  
Satisfactory Employee

4

5

Response Expected of an  
Excellent Employee

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7

**Question:**

Do you feel customers can be unrealistic at times with their expectations? Give examples of unrealistic customers you have encountered.

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

3

Response Expected of a  
Satisfactory Employee

4

5

Response Expected of an  
Excellent Employee

6

7



**Question:**

Tell me about a time you had to place an angry customer on hold. Describe the situation. What was the outcome?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

3

Response Expected of a  
Satisfactory Employee

4

5

Response Expected of an  
Excellent Employee

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7

## Stress Management

**Question:**

Tell me about a situation at work when you have lost your cool?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

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Response Expected of a  
Satisfactory Employee

4

5

Response Expected of an  
Excellent Employee

6

7

**Question:**

Describe a time when you lost your cool when dealing with an angry customer. What did you say to him/her? How was the situation resolved?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

3

Response Expected of a  
Satisfactory Employee

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5

Response Expected of an  
Excellent Employee

6

7

**Question:**

Given the stress that comes with telephone related jobs such as this one, what other lines of work have you considered?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

3

Response Expected of a  
Satisfactory Employee

4

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Response Expected of an  
Excellent Employee

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7



**Question:**

Describe for me how you feel when having to deal with angry or difficult customers. How do you handle yourself in those situations?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

3

Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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**Question:**

Describe your typical workday in terms of the tasks that you perform. What are your daily responsibilities?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

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Response Expected of a  
Satisfactory Employee

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Response Expected of an  
Excellent Employee

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## Team Player

**Question:**

Describe for me situations when it has been difficult for you to get along with coworkers.

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

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Response Expected of a  
Satisfactory Employee

4

5

Response Expected of an  
Excellent Employee

6

7

**Question:**

Being in a work group or team environment means that you sometimes have to compromise. How do you feel about that? Describe for me a situation when you have had to compromise at work.

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

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Response Expected of a  
Satisfactory Employee

4

5

Response Expected of an  
Excellent Employee

6

7



**Question:**

What have been some negative experiences you have encountered working in a team environment. How has this affected your views of working in a team setting?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

3

Response Expected of a  
Satisfactory Employee

4

5

Response Expected of an  
Excellent Employee

6

7

**Question:**

What makes it difficult to develop close relationships when working in a team environment?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

3

Response Expected of a  
Satisfactory Employee

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5

Response Expected of an  
Excellent Employee

6

7

## Willingness to Help

**Question:**

Based on your typical customer interaction, how do you think they would rate you in terms of courtesy? How would you rate yourself?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

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Response Expected of a  
Satisfactory Employee

4

5

Response Expected of an  
Excellent Employee

6

7

**Question:**

What is it about working in a customer service job that you dislike the most?

Response Notes:

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Response Expected of a  
Poor Performing Employee

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Response Expected of a  
Satisfactory Employee

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5

Response Expected of an  
Excellent Employee

6

7



**Question:**

What are some of the things that irritate you when dealing with customers on the phone?

Response Notes:

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Response Expected of a  
Poor Performing Employee

1

2

3

Response Expected of a  
Satisfactory Employee

4

5

Response Expected of an  
Excellent Employee

6

7

Sum of Ratings

Number of Questions Rated

Average Rating

(Sum of all ratings divided by the number of questions rated.)

