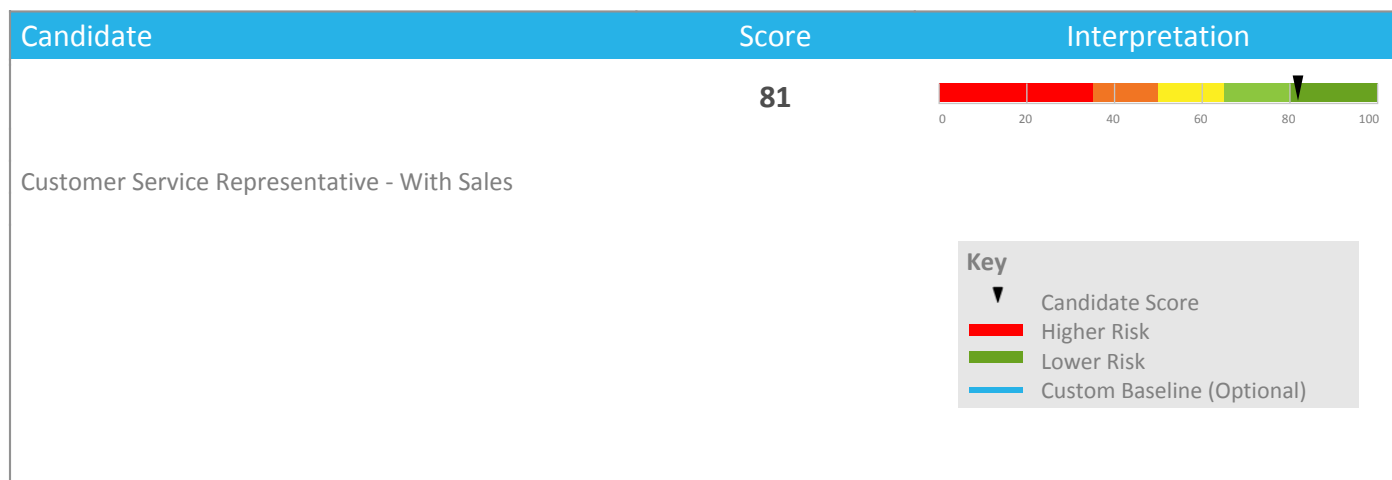


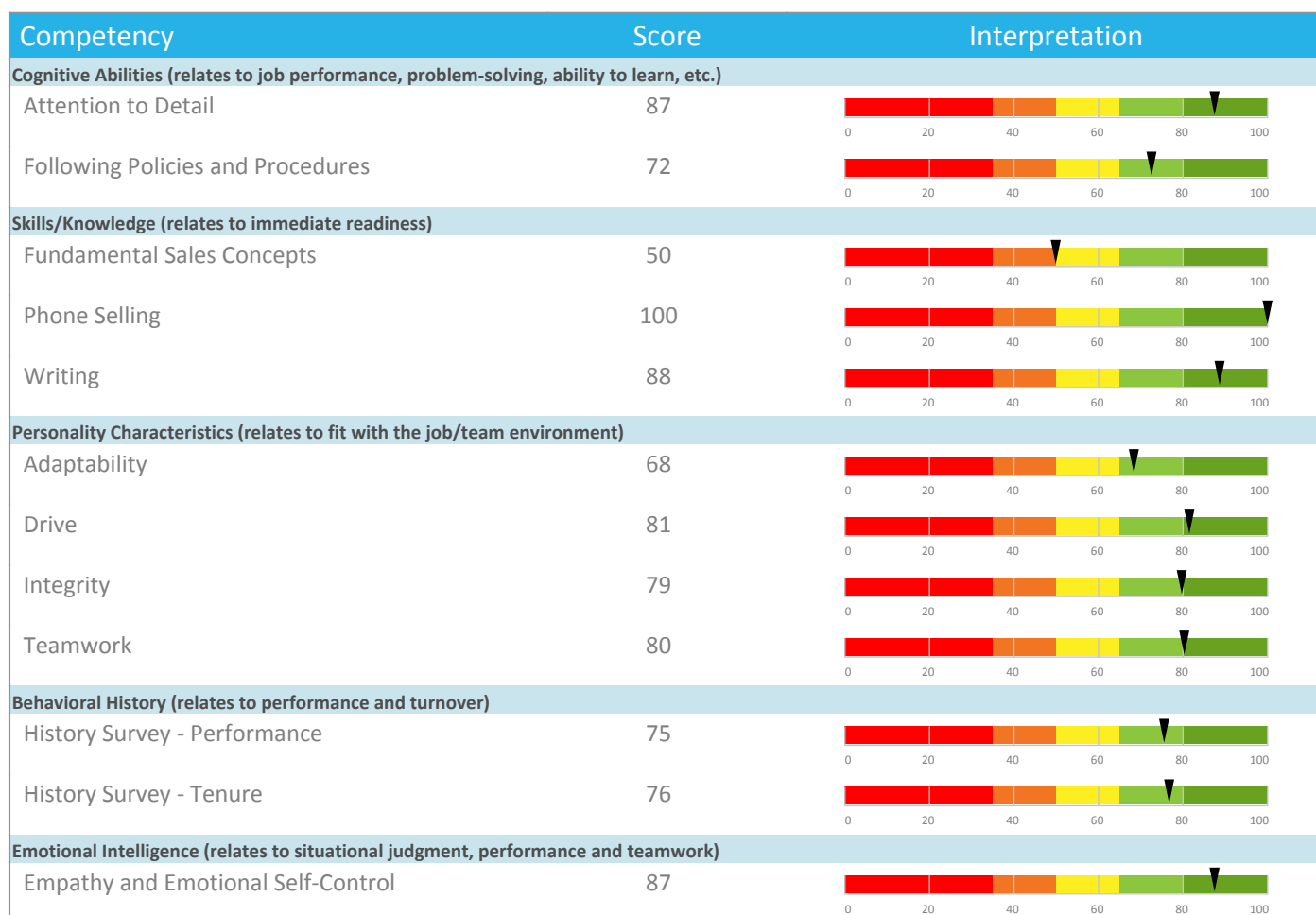
# Test Results and Interview Guide

The Customer Service Representative - With Sales assessment measures key factors related to high performance and tenure in this job. Attribute types measured include cognitive ability, skills, knowledge, personality characteristics, emotional intelligence, and past behavioral history. This report includes a one page summary, followed by detailed results with an embedded interview guide. Note that these results should always be used as a part of a balanced candidate selection process that includes independent evaluation steps, such as interviews and reference checks.

## Overall



## Competency Summary



## Assessment Overview

This assessment provides scores for a number of important factors and competencies that are related to success on the job. Scores are presented based on their potential impact on job performance.

Scores are presented individually on a scale of 0-100. In most cases, including the overall score, higher scores represent higher expected job performance. However, for some competencies, either extreme low or extreme high scores indicate a risk of lower performance. Refer to the interpretation section of each competency for additional information.

Individual competency scores are also combined into a single overall score. Please note that individual competencies are weighted differently, depending on their type, and on fine adjustments based on data from the US Government's Occupational Data Network (O\*Net).

Each competency measured includes one or more suggested interview questions, in an easy-to-use format. These questions should be used for additional probing, especially when the score shows an area of relative weakness.

Some of the competencies measured evaluate preferences for doing (or not doing) specific activities. Scores for these competencies can be used to evaluate job-fit.

We wish to emphasize that the data contained in this report should be used as part of a comprehensive process for evaluating job candidates. Additional data should include in-person interviews, job tryouts, resume review, and background checks.


## Detail

Assessment:	Customer Service Representative - With Sales
Authorized:	14 January 2021, by Bettersource Recruitment, Bettersource, talent@bettersource.com.au
Started:	15 January 2021 at 15:56:04 PKT
Completed:	15 January 2021 at 16:54:09 PKT
Overall Score:	81

## Cognitive Abilities Detail


This section contains a list of job-related cognitive abilities that have been evaluated in a job-like context using HR Avatar's simulation technology. Studies have demonstrated that cognitive abilities are highly correlated with job performance for many jobs. Abilities also correlate with problem-solving and the ability to learn quickly.

[illegible]

Detail	Interview Guide
<p><b>Following Policies and Procedures</b></p> <p>Score: 72</p>  <p><i>Description:</i> Evaluates the candidate's ability in the area of Following Policies and Procedures, with an aim to determine the degree of training and/or practice that will be required before the candidate can be expected to become productive.</p> <p><i>Interpretation:</i> Strong scores in this area correlate with above average performance for many jobs.</p> <p>Scores indicate good Following Policies and Procedures ability. Candidate is likely ready to be productive with very little basic training or with immediate entry into advanced training.</p>	<p>Tell me about a project or task where you had to use your Following Policies and Procedures abilities.</p> <div> <div>★ 1 Example didn't require or demonstrate ability.</div> <div>★ 2 Ability only moderately relevant or demonstrated.</div> <div>★ 3</div> <div>★ 4</div> <div>★ 5 Clearly relevant use and demonstration of ability.</div> </div>

## Knowledge and Skills Detail



This section contains a list of job-related knowledge areas and skills that have been evaluated. Low scores in these areas often indicate that additional learning may be required before top performance can be achieved.



Detail	Interview Guide
<p><b>Fundamental Sales Concepts</b></p> <p>Score: 50</p>  <p><i>Description:</i> Evaluates the candidate's knowledge of Fundamental Sales Concepts with an aim to determine the degree of training that will be required before the candidate can be expected to become productive.</p> <p><i>Interpretation:</i> Candidate appears capable of average job performance in this area with little or no training.</p> <p>Scores indicate a working knowledge of Fundamental Sales Concepts. Candidate is likely ready to be productive with a small amount of basic training.</p> <ul style="list-style-type: none"> <li>• Correct Count: 2 of 5 Correct (1 Partially Correct)</li> </ul>	<p>Tell me about a project or task where you had to use your knowledge of Fundamental Sales Concepts.</p> <div> <div>★ 1 Example didn't require or demonstrate knowledge.</div> <div>★ 2 Knowledge was only moderately important or moderately demonstrated in example.</div> <div>★ 3</div> <div>★ 4</div> <div>★ 5 Clearly relevant application and demonstration of knowledge.</div> </div>

Detail	Interview Guide
<p><b>Phone Selling</b> Score: 100</p> <p><i>Description:</i> Evaluates the candidate's Phone Selling skills, with an aim to determine the degree of training and/or practice that will be required before the candidate can be expected to become productive.</p> <p><i>Interpretation:</i> Candidate should achieve superior job performance in this area with little or no training.</p> <p>Scores indicate solid Phone Selling skills. Candidate is likely ready to be productive without basic training or with immediate entry into advanced training.</p>	<p>Tell me about a project or task where you had to use your Phone Selling skills.</p> <div> <div>★ 1 Example didn't require or demonstrate skills.</div> <div>★ 2 Skills only moderately relevant or demonstrated.</div> <div>★ 3 Clearly relevant use and demonstration of skills.</div> <div>★ 4</div> <div>★ 5</div> </div>
<p><b>Writing</b> Score: 88</p> <p><i>Description:</i> The ability to concisely and succinctly convey ideas and information via written text.</p> <p><i>Interpretation:</i> Superior writing skills can positively impact performance in many jobs.</p> <p>Significantly above average. Conveys ideas accurately in a clear, concise and succinct format. See writing sample section of report for raw essay(s) submitted.</p> <ul style="list-style-type: none"> <li>• Raw computed score: 74</li> <li>• Computed score confidence: 61</li> <li>• Spelling errors per 100 words: 0</li> <li>• Other errors per 100 words: 3</li> <li>• Approximate Word Count: 120</li> </ul> <p>Please see below to view the essay submitted.</p>	<p>Are you comfortable when you need to express yourself through writing? Do you feel confident you can get the right message across?</p> <div> <div>★ 1 Not confident in own writing ability. Prefers speaking.</div> <div>★ 2 Somewhat confident in own writing ability. Writes frequently.</div> <div>★ 3 Very confident in ability to write. Has received compliments on clarity of written correspondences.</div> <div>★ 4</div> <div>★ 5</div> </div>

## Personality Characteristics Detail


















This section contains a list of personality characteristics that are frequently associated with job performance. Remember, these are not skills and do not indicate the ability to do a job. Rather, they can be used to evaluate the candidate's fit with the general needs of the job and the organizational culture. Sample interview questions are provided to gather more information.

Detail	Interview Guide
<p><b>Adaptability</b> Score: 68</p>  <p><i>Description:</i> This scale reflects how accepting a person is of frequent or substantial changes in his or her job requirements. Changing work requirements usually cause stress and put pressure on an individual to adapt. High scorers usually thrive under changing work conditions, while low scorers may burn out or become paralyzed. In more stable job circumstances, high scorers may become bored, while low scorers would remain satisfied.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Prefers a dynamic work environment. Able to remain focused and positive in times of significant workplace change. Fairly easy-going and relaxed. However, may appear uninterested under certain circumstances.</p>	<p>Would you rather work in a job where the work is predictable or one where activities are constantly changing? Why?</p> <div> <div>★ 1</div> <div>★ 2</div> <div>★ 3</div> <div>★ 4</div> <div>★ 5</div> </div> <p>Becomes paralyzed by change. Or disregards the change and continues same path.</p> <p>Resistant and fearful of change, or appears to live for change.</p> <p>Comfortable with change, though feels some stress or anxiety. Usually able to stay focused.</p>
<p><b>Drive</b> Score: 81</p>  <p><i>Description:</i> This scale reflects the degree to which an individual will work hard to achieve goals and solve critical problems in the organization. High scores on this scale indicate a person will be diligent in their work and use all necessary sources to solve problems. Low scores on this scale indicate a person may be unenthusiastic about work and may struggle with complex tasks and challenges.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Highly motivated by challenging goals and tasks, financial rewards, and/or recognition, and willing to work very hard to succeed. Very focused on understanding guidelines, following the rules and personal achievement.</p>	<p>Tell me about a time when you went above and beyond the call of duty to achieve a difficult goal or challenge. What motivated you to put forth the extra effort?</p> <div> <div>★ 1</div> <div>★ 2</div> <div>★ 3</div> <div>★ 4</div> <div>★ 5</div> </div> <p>Poor or weak example. No real extra effort.</p> <p>Moderate example. Some extra effort evident.</p> <p>Strong example. Clearly applied extra effort. Well organized in approach.</p>

Detail	Interview Guide
<p><b>Integrity</b> Score: 79</p>  <p><i>Description:</i> This scale reflects the degree to which an individual acts positively towards the organization, avoids unnecessary risk, and, simply put, does the right thing. High scores on this scale indicate a person will act in the organization's best interest, follow the rules, and work hard under limited supervision. Low scores on this scale indicate a person may engage in risk-taking behaviors, work to undermine the organization, and only do the bare minimum.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Usually cooperative and easy to work with. Trusts management and peers to act in the best interests of the organization, but will question actions that don't make sense. Voluntarily participates in corporate initiatives under most circumstances. Usually risk averse.</p>	<p>What is more important: doing things right, or meeting time commitments?</p> <div> <div>★ 1</div> <div>★ 2</div> <div>★ 3</div> <div>★ 4</div> <div>★ 5</div> </div> <p>Shows willingness to cut corners. Would require heavy quality assurance.</p> <p>Some balance between quality and speed. Would require moderate quality assurance.</p> <p>Clear emphasis on doing things correctly the first time.</p>
<p><b>Teamwork</b> Score: 80</p>  <p><i>Description:</i> This scale reflects the degree to which an individual works well with teams and maintains positive interpersonal relationships. High scores on this scale indicate a person will thrive in collaborative team settings and maintain high-quality relationships with coworkers. Low scores on this scale indicate a person will prefer working on individual projects and may struggle to maintain close working relationships with colleagues.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Actively cultivates and maintains relationships. Able to quickly establish rapport with new acquaintances and accurately sense others' feelings. Maintains positive relationships with colleagues and uses them to achieve work outcomes and meet goals.</p>	<p>Discuss a time when you were part of a team that accomplished something most people didn't think could be done. What was your role and what made the team so special?</p> <div> <div>★ 1</div> <div>★ 2</div> <div>★ 3</div> <div>★ 4</div> <div>★ 5</div> </div> <p>No such experience. Example irrelevant.</p> <p>Moderately relevant example and role.</p> <p>Strong example and strong role.</p>

## Behavioral History Detail


This section evaluates answers the candidate gave concerning his or her work-related history. Studies often show that a candidate's past behavior often indicates his or her future behavior. Potential caution areas (if any) are specified in each detail section.

Detail	Interview Guide
<p><b>History Survey - Performance</b> Score: 75</p>  <p><i>Description:</i> Evaluates elements of the candidate's past work and education history to identify indications of high or low performance potential.</p> <p><i>Interpretation:</i> The candidate's score indicates past behaviors that contribute to above average job performance.</p> <p>Exhibits past behaviors and achievements that are likely to result in above average job performance.</p> <p>The following potential performance risk areas were identified:</p> <ul style="list-style-type: none"> <li>• No college.</li> </ul> <p>Further probing is recommended for each of these items.</p>	<p>What is the highest level of education you achieved? What drove your decision?</p> <div> 1 2 3 4 5 </div> <hr/> <p>Describe a complicated project or activity you had to manage. What did you do to ensure it was successful? What was the result?</p> <div> 1 2 3 4 5 </div>
<p><b>History Survey - Tenure</b> Score: 76</p>  <p><i>Description:</i> Evaluates a candidate's past employment history and related factors for indications of potentially low job tenure.</p> <p><i>Interpretation:</i> The candidate's score indicates past behaviors that contribute to above average job performance.</p> <p>Exhibits behaviors likely to result in slightly longer than average job tenure.</p>	<p>Have you ever had to choose between your job and your profession? What did you do and why?</p> <div> 1 2 3 4 5 </div>

## Emotional Intelligence Detail

This section contains a list of emotional intelligence characteristics that indicate how tuned in a candidate is to his or her own emotions, and those of others, as well as the candidate's ability to control his or her behavior in light of the emotions he or she is experiencing. These traits can often impact performance in groups or teams. Sample interview questions are provided to gather more information.



Detail	Interview Guide
<p><b>Empathy and Emotional Self-Control</b></p> <p>Score: 87</p>  <p>0 20 40 60 80 100</p> <p><i>Description:</i> Demonstrates exceptional strengths in sensing the emotional needs of others, sympathizing with other people's problems, and seeing things from other people's point of view. Likely to be very effective at demonstrating to customers or coworkers that they understand and care about them, resulting in significantly improved customer loyalty, much stronger work relationships, and noticeably reduced levels of conflict in the workplace.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Demonstrates exceptional strengths in sensing the emotional needs of others, sympathizing with other people's problems, and seeing things from other people's point of view. Likely to be very effective at demonstrating to customers or coworkers that they understand and care about them, resulting in significantly improved customer loyalty, much stronger work relationships, and noticeably reduced levels of conflict in the workplace.</p>	<p>Are you good at relating to the feelings of others? Can you give me an example of how this helped you navigate a difficult situation at work or at school?</p> <div> <div>★ 1 Not able to sense how others feel. Unable to provide example.</div> <div>★ 2 Some ability to sense how others feel. Example shows some ability to use senses at work.</div> <div>★ 3 Able to relate to others and sense how they feel. Example shows can easily apply senses at work.</div> <div>★ 4</div> <div>★ 5</div> </div>

## Writing Sample(s)

During the assessment, the candidate was asked to write one or more passages. The text they wrote is included in the table below for review.

Writing Sample - Question	Response
Call Result Code	200
Call Description (Unsuccessful)	Tina isn't available. Need to try some other time
Call Description (Successful Call with Robert)	Premium Package Sold
Please write an essay of 100 - 800 words discussing it means to qualify a prospect and why qualifying is important.	<p>There are a high number of prospects out there in the market and it's always hard to choose the ones with the most qualifications and skills. It is a good practice to qualify a prospect before given an opportunity to settle with.</p> <p>Qualifying a prospect means to make sure the one you are picking or is joining onboard has the knowledge and the ability to be able to full fill the given role.</p> <p>Not qualifying a prospect can end up in a disaster for not just for the positions the prospect is working on but the whole organization - An company always would want to hire the best ones out there and that can be done by qualifying the prospects.</p>

Identity Confirmation Photos

The following photos of the candidate and any identification were uploaded during the assessment session.

Photo Analysis Results	
- Risk:	Low risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	46
- Total images with valid faces	46 (100%)
- Total pairs of faces compared	22
- Pairs in which faces matched	22 (100%)

Minimum Qualification Guidelines - from O\*Net

The following are suggestions from O\*Net, the United States government's occupational information network, regarding prerequisites for this job type.

Item	
Educational Achievement	High School
Job-Related Training	Less than 6 Months

## Report Preparation Notes

- Hiring decisions should never be based on a single source of information. The most effective use of this assessment report is as a part of a multi-faceted program of candidate evaluation that includes resume review, interviews, and reference checks.
- Overall vs Percentiles Scores: The overall score reflects the success in the test, based on the mean (average) and standard deviation of the test scores. The percentile score reflects the percentage of test-takers who scored equal or below this overall score. We recommend you use the Overall Score as your primary evaluation criteria. However, percentile scores can often be useful in comparing specific candidates against one another and with a group, such as for test takers in a certain organization or within a certain account.
- Country-level normative data was omitted because there is insufficient data available for this assessment. As additional test takers from the same country complete this assessment, comparative information will become available, and this report can be regenerated to incorporate it.
- Note that comparison information is calculated based on completed instances of this assessment at that time the assessment is scored. As additional instances are completed, the comparative data may change. You can always update a report to the current values by clicking on "Recalculate Percentiles" within the online results viewing pages at [www.hravatar.com](http://www.hravatar.com).
- Most competency scores are norm-based, which means that they can be interpreted in terms of their distance from the average or mean score. For all scales, a score equal to the mean receives a score of 65 and scores above and below this value are set so that a score change of 15 equals one standard deviation.
- For linear competencies, higher is better across the entire scale. For these scales a score between 65 and 80 (light green) represents 0 to 1 standard deviation above the mean and a score above 80 (dark green) represents more than one standard deviation above the mean. Similarly, a score of 50 - 65 (yellow) represents 0 to 1 standard deviation below the mean, while a score of 35 - 50 (orange) equates to 1 to 2 standard deviations below the mean, and a score below 35 represents more than 2 standard deviations below the mean.
- For non-linear competencies, scores in the middle are more desirable. For these scales a score between 50 and 80 (dark green) represents scores that are within 1 standard deviation of the mean, scores between 80 and 95 and scores between 35 and 50 (yellow) represent scores that are 1 to 2 standard deviations above or below the mean, and scores above 95 or below 35 (red) represent scores that are more than 2 standard deviations above or below the mean.
- This assessment makes use of data from the Occupational Information Network (O\*NET), which is funded by the U.S. Federal Government - U.S. Department of Labor/Employment and Training Administration (USDOL/ETA) - as a primary source of occupational information. The O\*NET database contains information on hundreds of standardized and occupation-specific descriptors that are continually updated by ongoing research. These data are used in preparing descriptive information as well as setting relative weights between competencies used in calculating the overall score. For additional information about O\*NET, visit <http://www.onetcenter.org>.
- O\*Net Standard Occupational Code (SOC) Used: 41-9041.00
- O\*Net Version: 24.3
- Sim ID: 8094-2, Key: 960736-857649, Rpt: 13, Prd: 3146, Created: 2021-01-15 12:00 UTC
- UA: Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/87.0.4280.141 Safari/537.36

**Notes**

(This area is intentionally blank - it's reserved as space for your notes.)