

Test scores

80th percentile 65% raw score

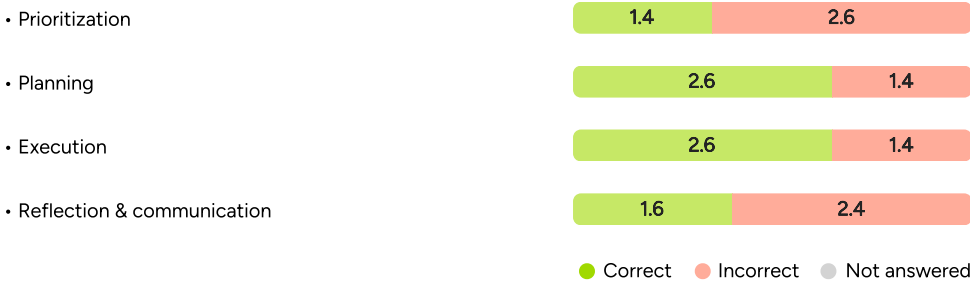
Comparison group: All candidates

Time management

39th percentile 51% raw score

The time management test evaluates candidates' ability to manage their time well in a professional environment. Through typical workplace scenarios, this test assesses how well candidates can prioritize, plan, execute, and reflect on tasks and projects.

[View full test description](#)



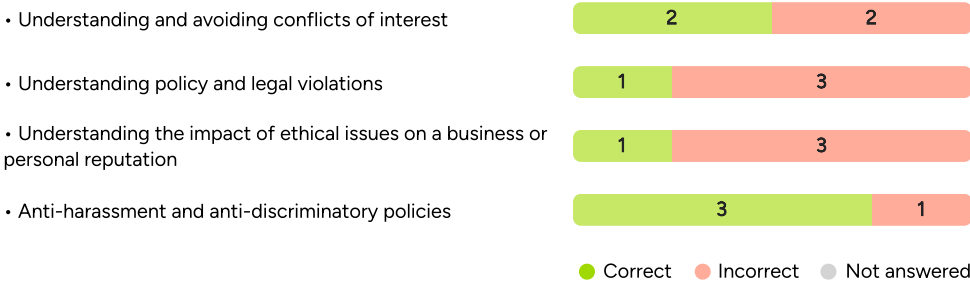
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Business ethics & compliance

35th percentile 43% raw score

The business ethics and compliance test evaluates candidates' awareness, judgment, and knowledge of ethical issues found in a business setting. This test will help you hire employees with a strong ethical compass who can adhere to company policies.

[View full test description](#)



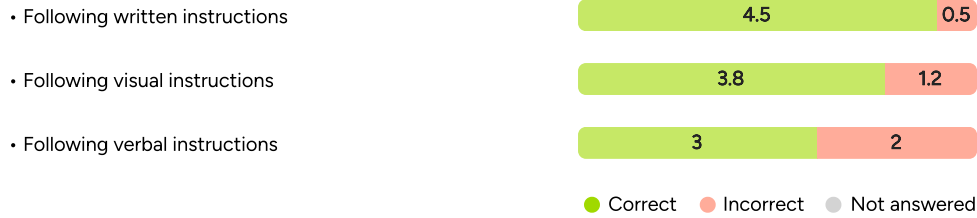
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Following instructions

91st percentile 75% raw score

The following instructions test evaluates a candidate's ability to understand and follow instructions in many different forms, and in a variety of contexts. This test helps you identify candidates who can process and follow instructions correctly.

[View full test description](#)



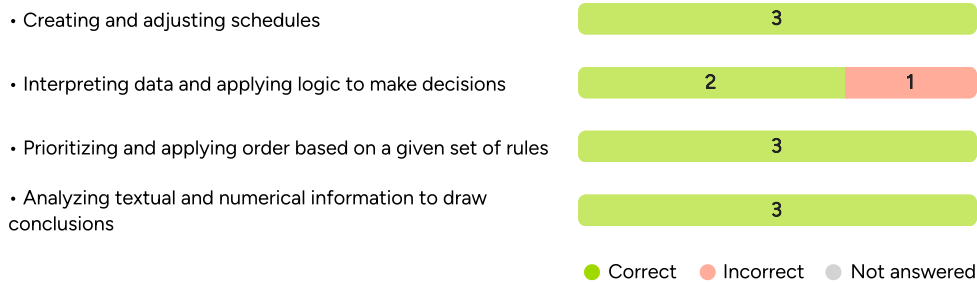
🕒 Finished in 00:08:38 out of 00:10:00

Problem solving

96th percentile 91% raw score

This problem solving test evaluates candidates' ability to define problems and analyze data and textual information to make correct decisions. This test helps you identify candidates who use analytical skills to evaluate and respond to complex situations.

[View full test description](#)



🕒 Finished in 00:08:47 out of 00:10:00

Personality

Enneagram

Improver

The Enneagram test follows the personality model developed in the teachings of O. Ichazo and C. Naranjo. The model maps out nine different personalities on a nine-pointed diagram describing the core beliefs and the worldview each one operates from.

[↗ View full test description](#)

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Improver

Overview of the Enneagram

The Enneagram personality mapping framework uses nine interconnected personality types to explain people's motivations and behaviors, which are mapped on a nine-pointed image that illustrates how each type relates to the others. The Enneagram is useful for determining the traits, motivations, values, and reasons behind people's actions. It's instrumental in business for determining candidates' characteristics and how they will fit into your workspace.

Improver personality type description

Improvers are here to do exactly what their name implies. They seek to improve the world on a macro and micro level, including their work environment, family, relationships, and the world as a whole. Improvers are particularly talented at distinguishing right from wrong and staying level-headed while striving for perfection. Improvers also embrace challenges with integrity, making them reliable. They are guided by a strong moral compass, and it is important for Improvers to contribute positively to other people and the world around them.

In personal relationships

With their strong sense of purpose, it is not uncommon for Improvers to place relationships on the back burner. Those in their close circle may see them as rigid and lacking flexibility but extremely responsible and ethical. Great critics of themselves, they are also critics of others, regularly pointing out flaws and mistakes. Improvers are often driven by the need to be "right" and do not like to be contradicted. However, they will stay calm and fight their conflicts in a fair way. They are unselfish and will be loyal and committed to friends and family, placing the needs of others above their own. They may hide their emotions even from those close to them, believing that emotions are a sign of weakness.

At work

In almost any work environment, you can count on Improvers to get the job done and deliver high-quality work, often before the deadline. Driven by a strong ethical sense, they believe hard work to be the best contribution they can give to the company and the world, and they value organization and order. They make strong leaders that follow their convictions. As leaders, they will make sure to get the best out of their team. Because they strive for perfection and are convinced that they know how things should be done, they can create an exhausting atmosphere for the team. As team members, they often find it difficult to trust others and may try to keep as much control as possible. This can be difficult for others on the team. They are, however, usually highly appreciated by their manager for the work they deliver and their striving to deliver the best.

Their best attributes

Dependability, reliability, perfectionism, and sensibility are the best traits Improvers have to offer. They are incredibly grounded in integrity and genuinely want to make a difference, which can inspire them to do extraordinary work.

Their main challenges

Convinced of their own thoughts and ideals, they can be self-righteous. Moreover, their tendency to not show their emotions combined with their critical attitude can make them come across as cold. While they are perfectionists, they rely on their intuition and may act first and only later mentally justify their behavior.

Tips for communicating and working with an Improver

Improvers respond best to clear, straightforward communication. When you communicate with them:

- Be open, direct, and honest, speaking your mind in a frank manner.
- Avoid suggesting that they may be wrong about something, which can make them argumentative. Instead, emphasize how making certain changes can help them excel.
- Be clear about your expectations, including any changes to processes or requirements.
- Be assertive and maintain strong boundaries when you feel they may be imposing their judgment on you.

To help them achieve their potential at work:

- Keep in mind that Improvers are motivated by the need to be perfect, and they may become frustrated if expected time pressures or sudden changes in requirements lead them to deliver “imperfect” work.
- Because Improvers stay calm under stress and rarely express their emotions, it can be easy to inadvertently overlook their feelings. Hence, it is important to validate both their incredible work and their human attributes – including their positive and negative emotions.

Possible coaching points:

- Improvers may need mentoring or modeling to find ways to comfortably share their ideas, frustrations, and feelings at work.
- They may find it difficult to collaborate with team members, so coaching effective ways to share and delegate work can be helpful.
- Improvers may be overly critical of themselves and others and may need coaching on how to focus on positive attributes and how to provide (and receive) constructive feedback.
- Encouraging them to think about what projects or deliverables are worth the effort of “perfection” and which need only be “good enough” can help Improvers better manage the stress of time pressures.

Discussion points

Use these discussion points during the interview to gain deeper insight into the candidate, and to provide the candidate with role details that are likely to be important to them.

- What sense of purpose does this role naturally contain?
- What types of deadlines and time pressures is this role exposed to?
- To what degree does this role require active collaboration with team members, including providing constructive feedback to others?

Custom questions

 Essay

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What are your greatest strengths as a professional in this industry? And what are your greatest areas for improvement?

What to look for in the answer?

In a candidate's answer, look for honesty and transparency. An answer that sounds genuine and authentic is much better than one that is generic, calculated, exaggerated, or "humble braggy." Look for signs about how a candidate has built their strengths (are they best at hands-on processes, or are they strong theoretical thinkers and visionaries?) and how you may be able to help them level up in the areas where they may not be as strong yet. Look for signs that a candidate can recognize and own what they bring to the table and what they need to work on. A great employee can understand and leverage their strengths and acknowledge and learn from their weaknesses. Look for signs that your candidate is capable of that kind of self-reflection.

Answer

STRENGTHS

My greatest strength is my attitude towards handling technical queries. I keep calm and handle pressure even when I do not really have the solution to resolve the issue. Im a problem solver and Maximize my efforts in resolving the issue at hand. Having 3 years of Experience in this industry I have seen carelessness and not paying attention is the norm in the support industry, attention to detail and ownership to resolve the issue is needed. I also have setup outside voip projects for local companies besides my JOB and I am a great multi-tasker.

WEAKNESS

I would say my weakness is I take tasks too seriously when its not necessary resulting in often overdoing the task. For Example if a ticket asked me to set the IVR menu and gave me the prompts only , I complete the setup with the Text-Speech Google API and email the customer if they like it only for the response to be "sorry for misunderstanding we will provide the recordings and it needs to be completed after a week". Also I believe i need to sugar-coat my statements because sometimes i may sound a little blunt and others might misunderstand.

🕒 Finished in 00:08:33 out of 00:10:00