![hr avatar - Illuminating Talent]
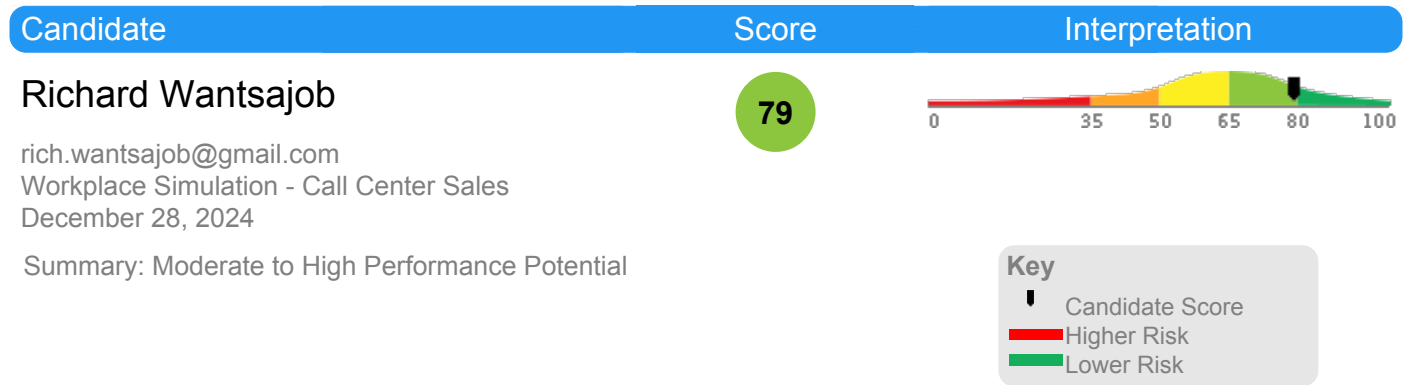
Test Results and Interview Guide

Candidate: **Richard Wantsajob**
Assessment: Workplace Simulation - Call Center Sales
Completed: December 28, 2024
Prepared for: Sara Maple
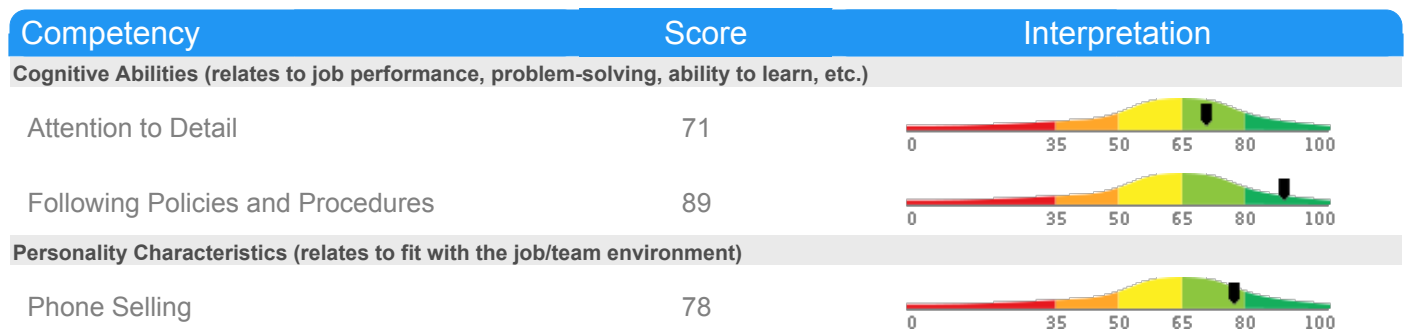Example Company

What's Included

- Overall Score
- Competency Summary Table
- Comparison Matrix
- Detailed Competency Results with Interview Guide

Important Note: The Workplace Simulation - Call Center Sales assessment measures key factors related to high performance and tenure in this job. Attribute types measured vary by test, but can 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.
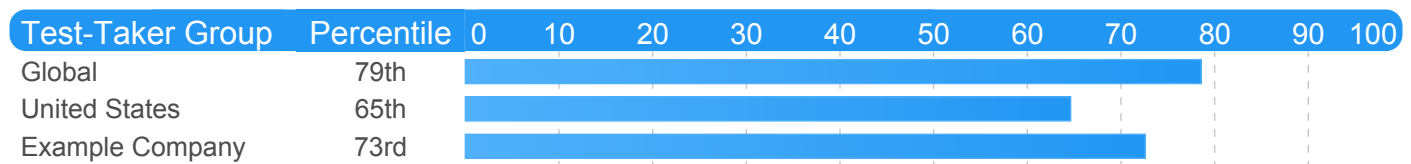
Overall

Candidate	Score	Interpretation
Richard Wantsajob	79	

rich.wantsajob@gmail.com
Workplace Simulation - Call Center Sales
December 28, 2024

Summary: Moderate to High Performance Potential

Key
- Candidate Score
- Higher Risk
- Lower Risk

Competency Summary

Competency	Score	Interpretation
Cognitive Abilities (relates to job performance, problem-solving, ability to learn, etc.)		
Attention to Detail	71	
Following Policies and Procedures	89	
Personality Characteristics (relates to fit with the job/team environment)		
Phone Selling	78	

Comparison

Percentile scores indicate how the candidate compares to other test-takers within various groups. The candidate scored equal to or better than the fraction of test-takers indicated by the percentile.

Test-Taker Group	Percentile	0 10 20 30 40 50 60 70 80 90 100
Global	79th	
United States	65th	
Example Company	73rd	

Detail

|	
Candidate:	**Richard Wantsajob,** rich.wantsajob@gmail.com
Assessment:	Workplace Simulation - Call Center Sales
Authorized:	December 28, 2024, by Sara Maple, Example Company, qamailsaram.mike@hravatar.com
Started:	December 27, 2024, 11:11:31 PM EST
Completed:	December 27, 2024, 11:11:31 PM EST
Overall Score:	79

Cognitive Abilities Detail

This section contains a list of job-related cognitive abilities that have been evaluated in a job-like context using 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.

Detail	Interview Guide

Attention to Detail
Score: 71
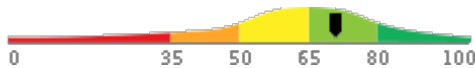
Description:

This scale represents thoroughness, accuracy, and being concerned for all areas involved no matter how insignificant. Individuals who demonstrate high Attention to Detail produce work products that are consistently accurate and require little checking. They rarely forget schedule commitments or overlook even the smallest details.

Interpretation:

Strong scores in this area correlate with above average performance for many jobs.

Usually able to achieve a high degree of thoroughness and accuracy in a work task. Concerned for most areas involved. Requires only occasional oversight and checking.

How do you ensure quality when there are tight deadlines?

☆ 1 — Isn't able to demonstrate an appropriate way to ensure quality during a tight deadline.

☆ 2

☆ 3 — Demonstrates organization, thoroughness, OR time management.

☆ 4

☆ 5 — Demonstrates organization, thoroughness, AND time management.

Give me an example of a time you discovered an error that had been overlooked by either you or someone you were working with. What did you do? What was the outcome?

☆ 1 — Unclear or careless example. Can't describe what was overlooked. No action.

☆ 2

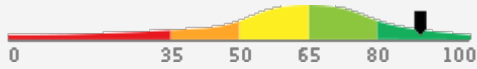☆ 3 — Moderately clear example. Some concern for details. Direct but passive action.

☆ 4

☆ 5 — Very detailed. Concern for all relevant components. Clear, proactive actions.

Detail

Following Policies and Procedures
Score: 89

Description:

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.

Interpretation:

High scores in this area correlate with superior performance for many jobs.

Scores indicate solid Following Policies and Procedures ability. Candidate is likely ready to be productive without basic training or with immediate entry into advanced training.

Interview Guide

Tell me about a project or task where you had to use your Following Policies and Procedures abilities.

1	2	3	4	5
Example didn't require or demonstrate ability.		Ability only moderately relevant or demonstrated.		Clearly relevant use and demonstration of ability.

Can you think of a time when you were able to resolve a potentially difficult situation by following your procedures?

| 1	2	3	4	5
Poor or weakly related example.		Demonstrates some commitment to following procedures.		Strong example. Shows pride in following procedures accurately.

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

Phone Selling
Score: 78
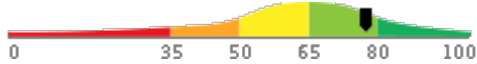
Description:

Develops trusting and empathetic relationships with customers quickly over the phone. Understands and practices basic interrogative selling principles and techniques.

Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

This person's responses indicate above average ability to build trusting relationships with customers remotely and to exercise interrogative selling techniques such as questioning, qualifying, and closing. Likely to succeed in a call center or inside sales position with only moderate supervision.

Interview Guide

How would you rate yourself in terms of Phone Selling?

| 1	2	3	4	5
Low or undesirable self-rating		Average		High or desirable self-rating

Identity Confirmation Photos

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

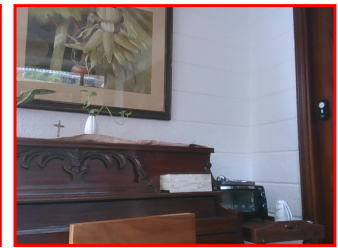| Photo Analysis Results	
- Risk:	Medium risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	17
- Total images with valid faces	14 (82%)
- Total pairs of faces compared	13
- Pairs in which faces matched	13 (100%)
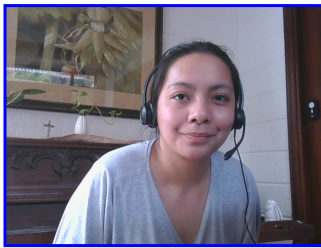
Pre/Post-Test Photo

ID Photo

In-Test Error Detected (No Face Detected)

In-Test Error Detected (No Face Detected)

In-Test Error Detected (No Face Detected)

In-Test Photo

In-Test Photo

In-Test Photo

In-Test Photo

Pre/Post-Test Photo

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.
- 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.
- 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.
- Sim ID: 17045-1, Key: 0-0, Rpt: 13, Prd: 7650, Created: 2024-12-28 04:11 UTC
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko

Score Calculation Detail

The following table provides a summary of how the overall score was calculated from the individual competency scores. Competency scores are calculated on a 0-100 scale by first calculating a Z statistic based on test-taker responses and then transforming the Z value to a scale with target mean and standard deviation. Certain competencies have a normal score distribution where it is best to be closest to the mean. For these competencies we modify the Z statistic by multiplying its absolute value by minus 1 for the overall score calculation. Next, to calculate the overall score, a weighted average of all modified competency Z statistics is computed and this weighted average is itself transformed to a Z statistic, which is then transformed to a score with the same target mean and standard deviation. Finally outlier scores are adjusted if they are below 0 or above 100.

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Attention to Detail	71.1842	Z-Statistic	0.4123	33.3333
Following Policies and Procedures	89.6641	Z-Statistic	1.6443	33.3333
Phone Selling	78.0090	Z-Statistic	0.8673	33.3333
Weighted Average of Competency Z-Scores:				0.9746
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				0.9746
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				79.6191

Notes

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