

Test Results and Interview Guide

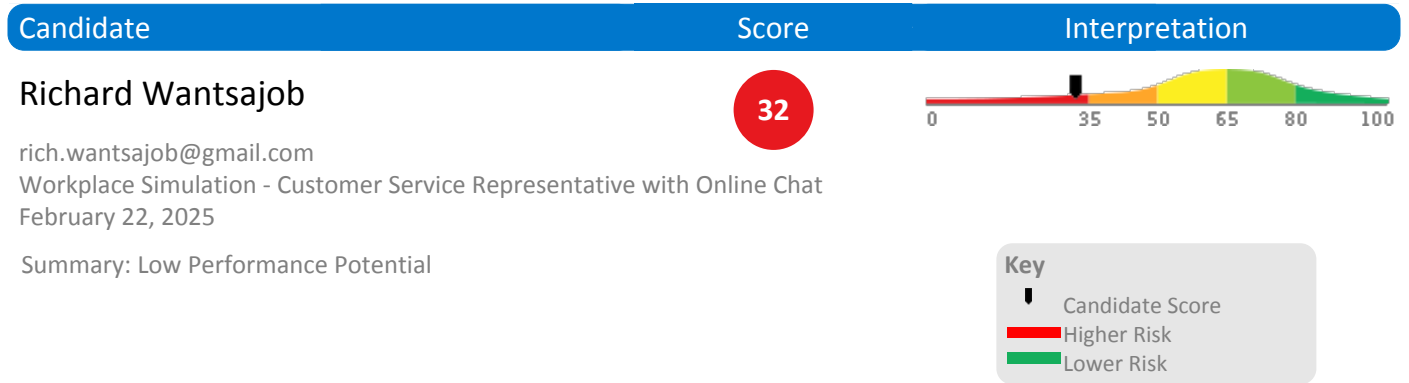
Candidate: **Richard Wantsajob**
Assessment: Workplace Simulation - Customer Service Representative with Online Chat
Completed: February 22, 2025
Prepared for: Sara Maple
Example Company

What's Included

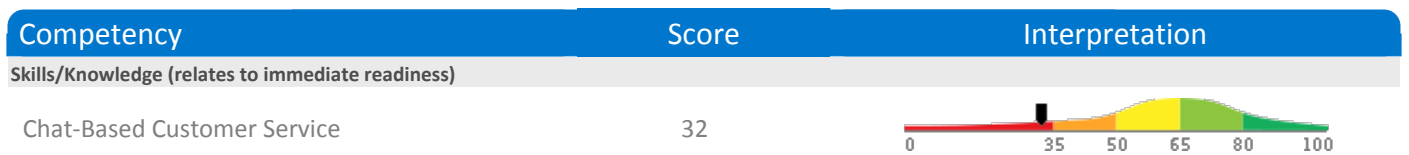
- Overall Score
- Competency Summary Table
- Comparison Matrix
- Detailed Competency Results with Interview Guide

Important Note: The Workplace Simulation - Customer Service Representative with Online Chat 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

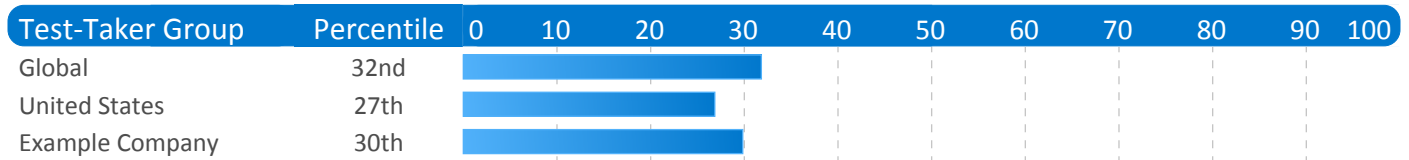


Competency Summary



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.



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

Candidate: **Richard Wantsajob**, rich.wantsajob@gmail.com
 Assessment: Workplace Simulation - Customer Service Representative with Online Chat
 Authorized: February 22, 2025, by Sara Maple, Example Company, qamailsaram.mike@hravatar.com
 Started: February 22, 2025, 8:39:17AM EST
 Completed: February 22, 2025, 8:39:17AM EST
 Overall Score: 32

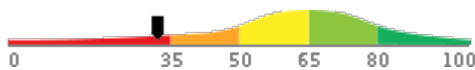
Knowledge and Skills Detail

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

Chat-Based Customer Service

Score: 32



Description:

An overall evaluation of the candidate's ability to deliver chat-based customer service in a reliable and professional manner.

Interpretation:

Candidate may require significant training in this area in order to achieve satisfactory job performance. Additional probing is strongly recommended.

Demonstrates weak level of ability to deliver chat-based customer service in a reliable and professional manner. Significant training and supervision may be necessary to achieve desired proficiency.

- Avg Response Time: 15.02 sec
- Rapport/Empathy Expressions: 0.5 /session
- Negative Expressions: 0.0 /session
- Spelling/Grammar errors: 6.80 /100 words

Please describe a time where you had to serve a customer or client via chat. How did it go? How did you do?

★	★	★	★	★
1	2	3	4	5
Didn't enjoy chat mode or helping customer		Ambivalent to chat mode and customer support		Enjoyed chat-based mode and helping customer

Detail

Interview Guide

Results by Topic for Chat-Based Customer Service

- | | |
|--------------------------------------|-----------|
| • Following Policies and Procedures: | 23 of 100 |
| • Rapport and Empathy: | 76 of 100 |
| • Spelling and Grammar: | 55 of 100 |

Make Doctors Appointment Scenario C

Hello. Is anyone there?

Hi, can you help me?

Hi my name is Lorraine, how can I help you today (33.0 seconds)

My name is Kim Nash.

Hi Kim, how can I help you today? (33.8 seconds)

I think I need to come in and see a doctor.

I'm happy to help you with that (22.6 seconds)

Thank you.

Which Doctor would you like to see (16.4 seconds)

Dr. Eckert.

Tomorrow at 2:00PM I have an appt (11.8 seconds)

I don't understand. Can you please just help me make an appointment for tomorrow afternoon?

Are you a new or existing patient? (32.4 seconds)

I don't understand. Can you please just help me make an appointment for tomorrow afternoon?

Tomorrow at 2:00PM I have an appt (24.4 seconds)

I don't understand. Can you please just help me make an appointment for tomorrow afternoon?

I have an appointment 3/23 at 2:00pm (47.6 seconds)

That would be perfect.

Are you a new or existing patient? (38.0 seconds)

I am a new patient.

what is the reason for your visit ? (30.0 seconds)

I have been experiencing sharp pains in my lower back.

Do you need the address? (62.6 seconds)

I don't understand what you are saying or asking for. Can you say it again in a different way?

Do you need the address to the office (19.9 seconds)

I have your address and know how to get there.

Would you like a reminder call ? (33.5 seconds)

Yes please.

Great I have set up a reminder call for you (20.3 seconds)

Yes please.

i have you all set to see Dr Eckert 3/23 at 2pm (39.2 seconds)

Thank you.

please remember to bring your insurance card (15.1 seconds)

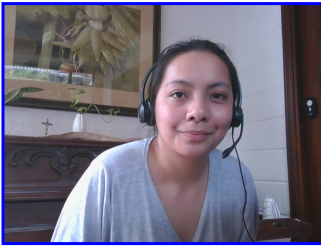
Thank you. Good bye.

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%)



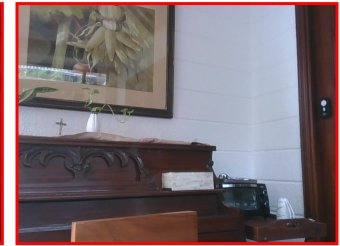
Pre/Post-Test Photo



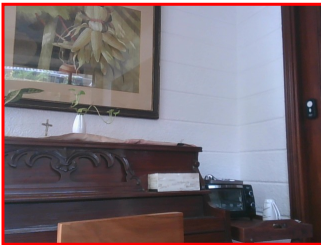
ID Photo



In-Test Error Detected (No Face Detected)



In-Test Error Detected (No Face Detected)



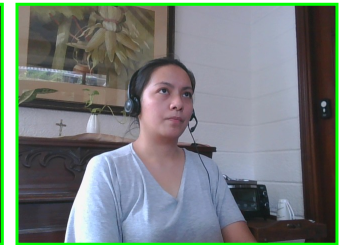
In-Test Error Detected (No Face Detected)



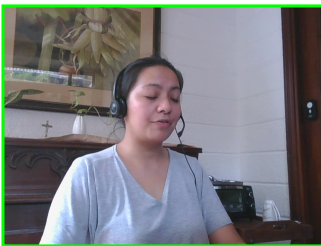
In-Test Photo



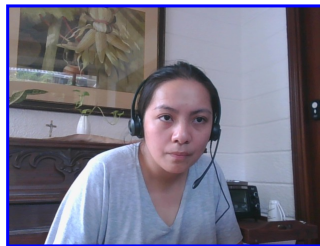
In-Test Photo



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: 17062-1, Key: 0-0, Rpt: 13, Prd: 7680, Created: 2025-02-22 13:39 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 (%)
Chat-Based Customer Service	32.8170	Z-Statistic	32.8170	100.0000
Weighted Average of Competency Z-Scores:				32.8170
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				32.8170
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				100.0000

Notes

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