

NAME: ★ John Joe
 CANDIDATE ID: #001403
 EMAIL: joe@mailinator.com
 JOB APPLYING FOR: SE
 INVITED BY: Reyan Dela Cruz (reyan@mailinator.com)
 ORGANIZATION: Pepsi
 TESTING TIME: 5 min. 15 seconds
 TEST VERSION: (v1)

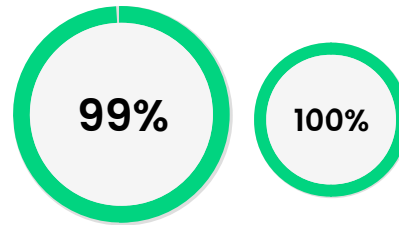


ELITE PROFILING SYSTEM
 CC SERVICE

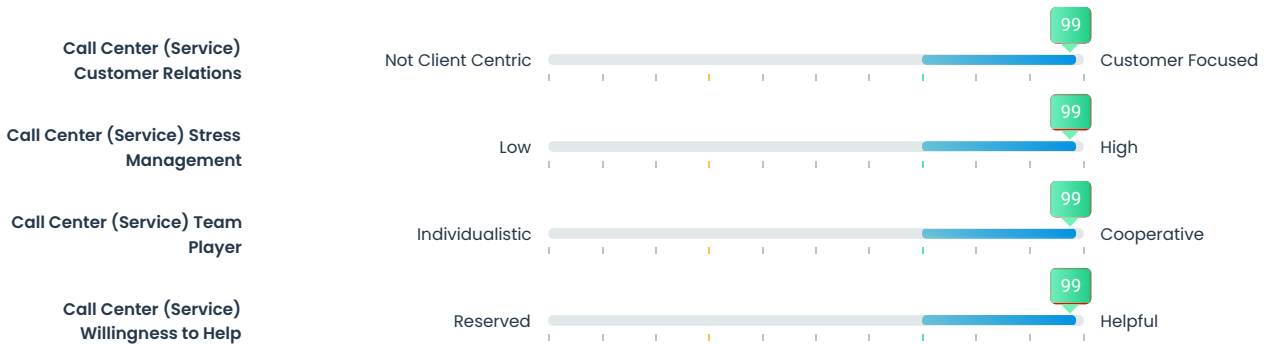
STARTED: 02/17/21 08:39 PM
 COMPLETED: 02/17/21 08:45 PM

TOTAL SCORE SUMMARY

The large circle represents the average of the scale scores included in this profile. Scores are presented in terms of percentiles and indicate where the candidate falls relative to everyone else who has completed this profile. The smaller circle is the percent match against your Star Profile. Review individual scale details to understand strengths and potential areas for improvement.



SCORE DETAILS



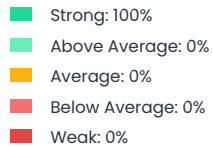
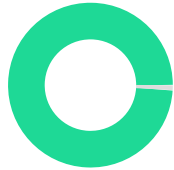
CALL CENTER (SERVICE) TEAM PLAYER



The degree to which the individual is likely to cooperate in all aspects of their 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.

John Joe scored in the 99th percentile on Call Center (Service) Team Player (High), meaning John scored higher than 99 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **7.0 seconds**

Expected Behaviors

- Will be a team player and will cooperate in all aspects of his or her work relationships.
- Has the ability to work in harmony with others to achieve a common goal.
- Values interpersonal relationships and will collaborate to help others when necessary.
- Will compromise when appropriate to achieve team goals.

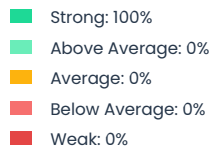
CALL CENTER (SERVICE) WILLINGNESS TO HELP



The degree to which the individual is service-oriented and is likely to go out of their way to help customers. This characteristic is important for all call center-related jobs that involve interacting with customers.

John Joe scored in the 99th percentile on Call Center (Service) Willingness to Help (High), meaning John scored higher than 99 percent of other candidates who have completed this assessment.

Strength of Responses



Average Time to Complete Each Question **7.0 seconds**

Expected Behaviors

- Deals effectively with customers.
- Listens to customer needs.
- Is patient with customers.
- 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.

CALL CENTER (SERVICE) CUSTOMER RELATIONS



- This individual has the interpersonal skills needed to be in jobs requiring interactions with customers. Therefore, they can be an asset when placed in direct contact with customers.
- They tend 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.

CALL CENTER (SERVICE) STRESS MANAGEMENT



- Given this candidate's ability to handle stressful situations, they may have a tendency to take on more work than they should. Monitor their workload and offer assistance when appropriate.
- Use their calm demeanor in pressure situations to help those who become overwhelmed. Have them train others in how to best deal with stressful work situations.
- Use these individuals as problem solvers during high stress situations. Their calm demeanor is ideal for carefully reviewing all options and making rational decisions.

CALL CENTER (SERVICE) 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 them 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 their 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.

CALL CENTER (SERVICE) 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.

INTERVIEW GUIDE

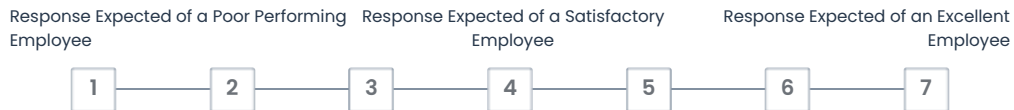
This report includes follow-up interview questions that focus on those areas where further development might be needed. These questions serve as an excellent guide during the hiring process, coaching or developmental efforts to further uncover potentially negative behavioral tendencies

CALL CENTER (SERVICE) CUSTOMER RELATIONS

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:

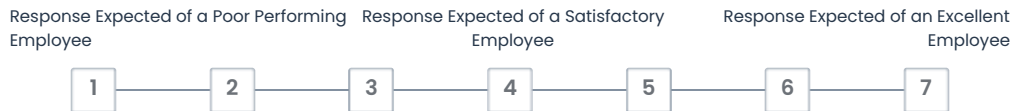


CALL CENTER (SERVICE) STRESS MANAGEMENT

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:

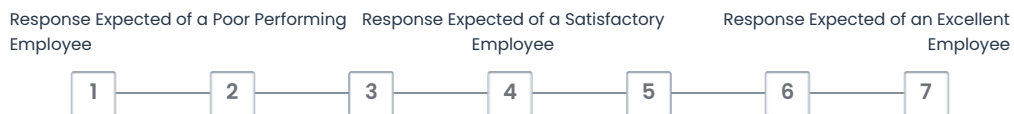


CALL CENTER (SERVICE) TEAM PLAYER

QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

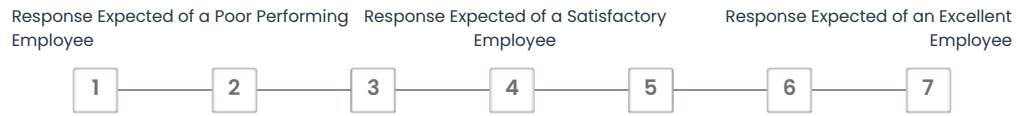
RESPONSE NOTE:



QUESTION

The candidate demonstrated a high level of skill in this area, therefore follow-up questions are not provided for this dimension. You may ask your own question and rate the response on the rating scale provided.

RESPONSE NOTE:



SUM OF RATINGS :

NUMBER OF QUESTIONS RATED:

AVERAGE RATING :

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