



Date : Oct 3, 2006

Name : Julie Testing  
ID : 137903**Inbound Call Center Graph**

Characteristic	Above Average	Average	Below Average
<b>Efficient Problem Solving</b>			●
<b>Consistency Following Scripts/Procedures</b>	●		
<b>Comfort in "Up-selling" the Customer</b>	●		
<b>Ability to Handle Rejection and Stress</b>			●
<b>Friendliness and Warmth</b>			●
<b>Motivation for Individual Rewards</b>	●		

**Efficient Problem Solving**

- Julie generally solves problems more slowly than others
- Important to provide additional training time for Julie using hands-on experience whenever possible
- Julie is better suited to situations requiring simpler and more routine calls

QUESTION: Describe a time when you felt the training you received was not sufficient to be successful in your job. How did you handle it?

**Consistency Following Scripts/Procedures**

- Julie tends to consistently follow scripts and procedures
- It can be difficult for Julie to improvise during the call
- Julie may be better suited for environments that have a well structured script and set of procedures

QUESTION: Describe a time when a customer asked you for something that was out of the ordinary. How did you handle their request?

**Comfort in "Up-selling" the Customer**

- Julie tends to be comfortable with selling additional services
- In environments where "customer service" focus is more important than the additional sales, Julie may appear to be pushy or confrontational

QUESTION: Describe a time when you felt comfortable offering and selling additional services to a current customer. How did you handle it?

**Ability to Handle Rejection and Stress**

- Julie tends to react more than others to rejection and stress
- Julie may be better suited for environments with minimal rejection and stress
- Julie may have an exaggerated sense of urgency causing overreaction

QUESTION: Describe a time when you had to handle a great deal of rejection during the day. How did you deal with it?

### **Friendliness and Warmth**

- Julie may have difficulty being warm and friendly with customers all day
- Julie tends to be a better listener than talker
- Better suited to environments where listening to the customer is much more important than being warm and friendly

QUESTION: Describe a time when you felt that too much importance was placed on being friendly with customers rather than actually taking care of their needs. How did you handle it?

### **Motivation for Individual Rewards**

- Julie's competitive nature generally creates a motivation for individual rewards
- Julie may be better suited to environments that highly value and reward individual achievement

QUESTION: Tell me about a time when you felt your job was too focused on team results. What did you do to make it work for you?

### **Good Impression (Social Desirability)**

- Julie's responses have been frank and open

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**Note: This report represents only a small part of the factors that can be helpful in determining job performance. It is not designed to specifically recommend or not recommend any individual for employment and the ultimate employment decision rests with the Employer.**

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