

Date: Sep 24, 2005

Name: Gina Sample
ID: 115588

Inbound Call Center Graph

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

Efficient Problem Solving

- Gina generally solves problems more slowly than others
- Important to provide additional training time for Gina using hands-on experience whenever possible

- Gina 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

- Gina tends to follow a script loosely
- Important to explain to Gina when and why it is important to follow scripts and procedures
- Gina may be better suited to environments where it is encouraged to adapt the call to each customer improvising as necessary

QUESTION: Give me an example of a time when you felt the rules and procedures were too restrictive and kept you from being as productive as you felt you could have been.

Comfort in "Up-selling" the Customer

- Gina tends to be uncomfortable selling additional services to a customer
- Gina prefers to be very agreeable with the customer and simply handle their request rather than suggest new product or services
- Gina may be better suited for environments where expectations of "up-selling" are minimal or not a part of the job

QUESTION: Describe a time when you felt too much emphasis was placed on trying to sell the customer rather than taking care of their immediate needs.

Ability to Handle Rejection and Stress

- Gina generally handles stress and rejection well
 - Gina may not appear to have a sense of urgency
 - Important to provide tips to Gina on how to create a sense of urgency within the call
- QUESTION: Describe a situation where you had to assure a customer that their request would be handled right away. How did you make them comfortable?

Friendliness and Warmth

- Talkative nature will typically cause customers to find Gina to be very friendly
 - Gina may have difficulty listening to the customer's needs
- QUESTION: Describe a time when you thought you had heard what a customer wanted, but you found out later that you were wrong. How did you deal with it?

Motivation for Individual Rewards

- Gina's competitive nature generally creates a motivation for individual rewards
 - Gina 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)

- Gina's responses have been frank and open

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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