

Date: Jul 13, 2008



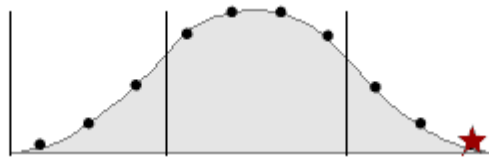
Name: Tom Tester
ID: 295689



Inbound Call Center Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



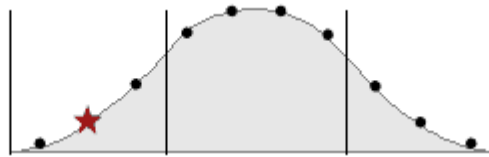
Faster Processing
Needs Intellectual Challenge

- Tom generally solves problems quickly
- If the types of calls to be handled are not challenging, Tom may become bored
- Better suited for environments where the calls are more complex in nature such as what might be found in information technology or software call centers

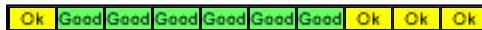
QUESTION: Describe a time when you became bored in a job. How did you handle it?

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable

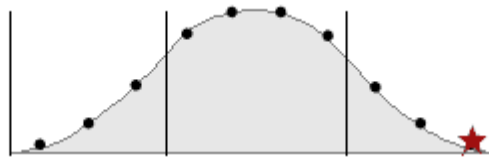


- Tom can usually handle interruptions better than most people which can be helpful within an inbound call center environment
- Tom can be disorganized and un-focused when it comes to details
- Generally comfortable handling situations as they arise and reacting to problems without a plan to follow even when the problems are complex in nature
- Important that the computer screens or other processes force Tom to capture critical details, so that they are not missed

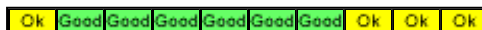
Question: Tell me when you needed to finish a phone issue quickly for a customer and you later had to go back and take care of some details with the call. How did you deal with that?

Tough Minded

Cooperative
Agreeable



Direct
Determined

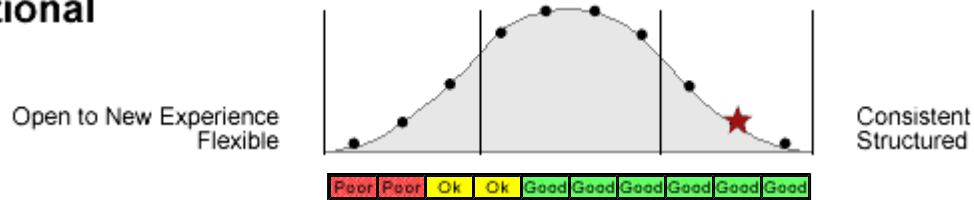


- Tom tends to be direct with callers and in some cases pushing the caller to take action when necessary
- Typically able to handle difficult customers who are either upset or pushy
- In environments where "customer service" focus and a gentle approach is more important than additional sales or other actions by the caller, Tom 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?

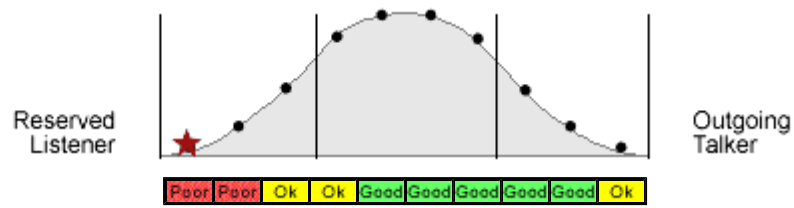
Conventional (Rules)



- Tom tends to consistently follow scripts and call procedures
- It can be difficult for Tom to improvise during the call
- Tom 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?

Extroversion



- Tom may have difficulty being enthusiastic and friendly with customers all day
- Tom tends to be a better listener than talker
- Once trained, better suited to environments where listening to the customer intently is much more important than being enthusiastic; this can be a positive in some highly technical call center environments

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?

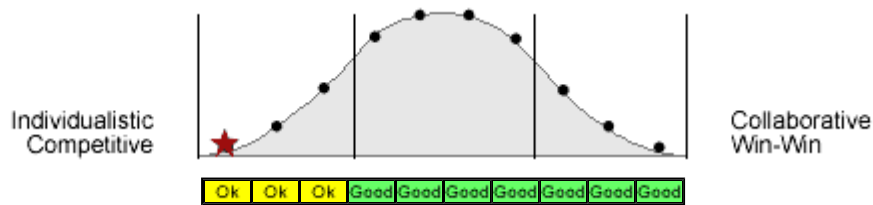
Stable



- Tom tends to feel rejection and stress more quickly than the average person does
- Tom may be better suited for environments where it is important to be sensitive to the caller's needs
- Tends to be sensitive to the needs of co-workers and customers

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

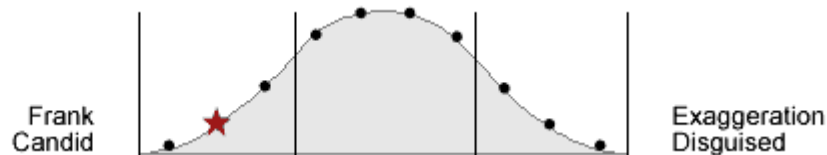
Team



- Tom's competitive nature generally creates a motivation for individual rewards
- Tom may be better suited to environments that highly value and reward individual achievement versus those that foster team incentives and awards

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)



- Tom's responses have been frank and open

*The participant has scored in the "red zone" in 1 area.

Overall
75% *

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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Name: Tom Tester
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Inbound Call Center Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a time when you thought of a great new way of doing something in your job but no one seemed interested in hearing about it. What happened?

Question: Give me an example of a job where you had to handle many simple or routine tasks during the day. What did you do?

Question: Tell me about a time when you became frustrated because you had to deal with a prospect or customer who asked the same question again and again and didn't seem to understand. How did you work it out?

Conscientious (Organization)

Question: Tell me about a time when you forgot to handle something you said you would for a customer and it caused a problem. What happened?

Question: Give me an example of when your ability to react quickly to what's happening during a call has helped you to resolve a problem.

Question: Describe a time when you were continually interrupted during a project and it became frustrating because you couldn't finish it. What did you do?

Tough Minded (Assertiveness)

Question: Give me an example of a time when your determination paid off. What was the situation?

Question: Tell me about a situation when you had to let a customer be right and get their way even though you knew they were probably not being truthful.

Question: Describe a time when you were asked to handle a call a particular way and you disagreed with the approach. What happened?

Conventional (Rules)

Question: Describe a time when you had to handle a new type of situation on the phone, but you had not been trained on it yet. What did you do?

Question: Tell me about a time when you felt your phone script and process was working great, and the company made a change in that process that you thought made it more difficult to do your job. How did you deal with it?

Question: Tell me about a time when a very important customer asked for something that was not consistent with the company policy. What happened?

Extroversion

Question: Give me an example of how you have expressed a positive attitude with a person on the phone.

Question: Tell me about a time when you were not able to develop a relationship with someone on the phone and it ultimately cost you their business.

Question: Tell me about a time when you had to work for several hours a day in the office with others. How did it affect your productivity?

Stable

Question: Dealing with others on the phone all day can make a person impatient or irritable. When this happens to you, how do you deal with situations like that? How often can others hear that you're impatient or irritable? What do you do then?

Question: Call center positions can often be emotionally draining. How do you handle these feelings. Are there times when you just feel that you need a break from it all?

Question: All of us are moody to some extent. How often do you become moody? What do you do when you experience yourself as moody and has this ever detracted from your effectiveness?

Team

Question: Give me an example of when you were particularly successful in your job, but others on the team also got paid the same even though they were not as good as you. What did you do?

Question: Tell me about a time when you were particularly motivated to do your job every day. How were you paid and what was it like?

Question: Give me an example of a time when a coworker was out and you had to handle something for them but you did not get rewarded for your efforts. What was it like?

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