

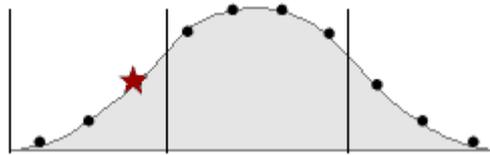
Date: Nov 22, 2005

Name: Mary Demo
ID: 137274

Call Center Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



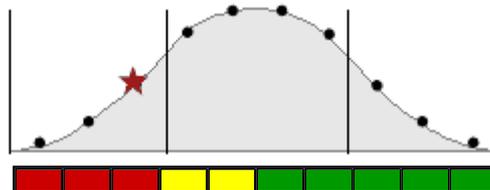
Faster Processing
Needs Intellectual Challenge

- Mary learns new information slower than average
- Better suited for call center roles that require the handling of simplistic and routine issues
- Mary should be allowed additional time to learn the job including hands-on training
- Complex or consultative types of calls will be difficult

Question: Tell me about a time when you had to begin handling calls when you had not been properly trained. What was the training program like and how did it turn out?

Conscientious (Organization)

Carefree
Impulsive



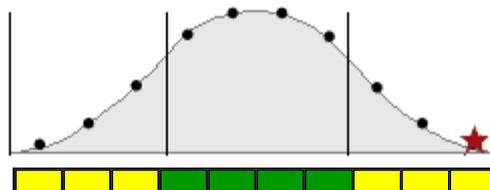
Detail Oriented
Dependable

- Mary is generally unorganized and un-focused when it comes to details
- Generally comfortable handling situations as they arise and reacting to problems without a plan to follow
- Important that the call center role's process force Mary to capture critical details, so that they are not missed

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

Tough Minded

Cooperative
Agreeable



Direct
Determined

- Mary tends to be tough minded and comfortable with confrontation which can be very valuable in some call center roles
- Tends to be comfortable asking the caller to take action
- May be argumentative with others particularly when there is a difference of opinion which could be a problem in call center roles where you want Mary to be agreeable and eager to cooperate with the prospect/customer
- Given their preference to be in control, Mary may not take direction well

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

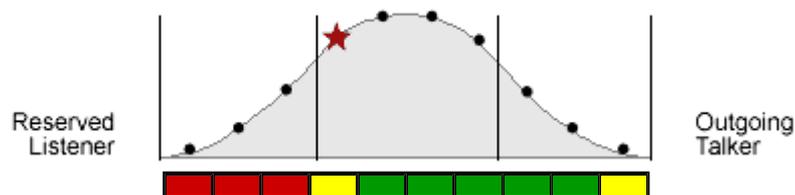
Conventional (Rules)



- Prefers calls that require some structure, but that also allows for flexibility when necessary
- Mary can be consistent and follow call procedures, but is also able to make modifications when called for
- Important to make sure that Mary knows what areas of the process and/or products and services can be flexible and which areas cannot

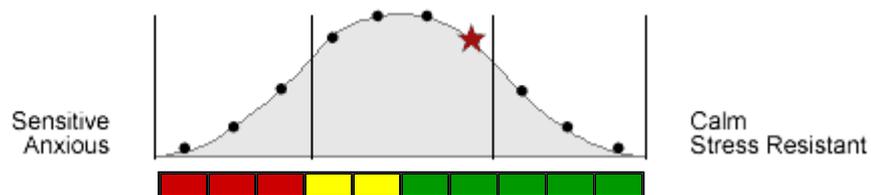
Question: Describe a time when you tried something new to get people to open up with you on the phone. What did you do, and how did it work out?

Extroversion



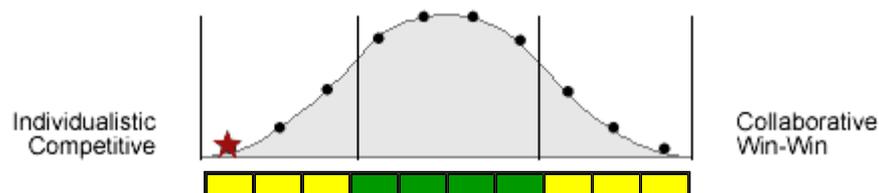
- Mary has a good balance of listening and talking with others on the phone
 - Moderately optimistic, outgoing and cheerful with customers and prospects
- Question:** Describe a time when you really had to stretch and be more enthusiastic than normal in order to deliver your message on the phone. How did you do it?

Stable

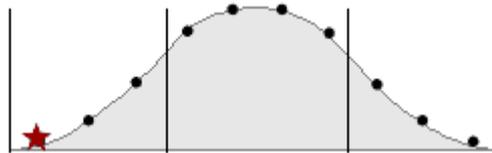


- Mary usually handles pressure and stress well unless it is extreme
 - Can benefit and be more productive if allowed frequent breaks during the day
 - Higher stress call center environments can be more challenging
 - Typically has a balanced sense of urgency with prospects and customers
- Question:** What have you done in the past when you had to respond to a demanding person on the phone who just seemed to get more and more agitated?

Team



- Typically highly motivated by individual rewards and incentives
 - Mary is typically self-motivated and very competitive
 - May have difficulty working within a team particularly if the incentives are based on team objectives
 - May not be collaborative with internal team or co-workers
- 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?

Good Impression
(Social Desirability)Frank
CandidExaggeration
Disguised

- Mary's responses have been frank and open

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

Overall

50.0%

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.

© 2005 Psychometrics International

Date: Nov 22, 2005



Name: Mary Demo
ID: 137274

Call Center Interview Questions

General Reasoning (Cognitive)

Question: Tell me about a time when you were expected to learn several new things in your job at once and there wasn't enough time. What did you do?

Question: Describe a time when you talked with a customer on the phone, but it wasn't until later that you thought of a way to handle some of their questions better. What did you do about it?

Question: Tell me about a time when you had to begin handling calls with customers before you had not been properly trained. What was the training program like and how did it turn 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 tried something new to get people to open up with you on the phone. What did you do, and how did it work out?

Question: Tell me about a time when a customer asked for something out of the ordinary. What did you do?

Question: Give me an example of a time when you tried something different in your process and it didn't work out. What did you do about it?

Extroversion

Question: Describe a time when you really had to stretch and be more enthusiastic and talkative than normal in order to do your job. How did you do it?

Question: Give me an example of when your listening skills helped you get a caller to do what you wanted.

Question: Give me an example of when you had to choose between what the customer wanted versus what you were able to offer them.

Stable

Question: Describe a time when you had to deal with a very unhappy customer. What happened?

Question: Tell me about a time when you had to handle a last minute request from a customer after the order had already been processed. How did you handle the stress of the situation?

Question: What have you done in the past when you had to respond to a demanding person on the phone who just seemed to get more and more agitated?

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?

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.

© 2005 Psychometrics International