Good
Ok
Poor

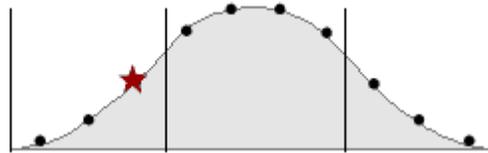## Inbound Call Center Summary

General Reasoning
(Cognitive)

Slower Processing
Accepts Simple & Repetitive Work

Faster Processing
Needs Intellectual Challenge

- Julie generally solves new 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 versus call center environments where the calls are typically complex in nature
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?

Conscientious
(Organization)

Carefree
Impulsive
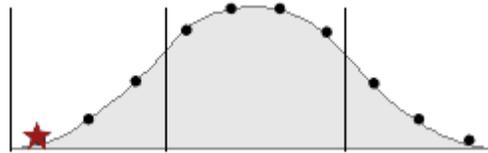
Detail Oriented
Dependable

- Julie can usually handle interruptions better than most people which can be helpful within an inbound call center environment
- Julie 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
- Important that the computer screens or other processes force Julie 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
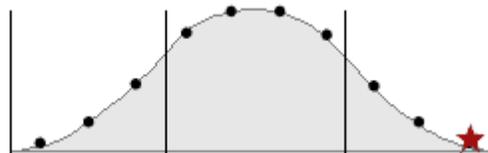
Direct
Determined

- Julie 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, 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?

Conventional
### (Rules)

Open to New Experience
Flexible
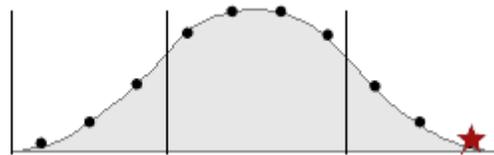
Consistent
Structured

- Julie tends to consistently follow scripts and call 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?

Extroversion

Reserved
Listener
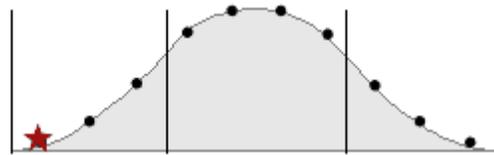
Outgoing
Talker

- Julie may have difficulty being enthusiastic and friendly with customers all day
- Julie 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 technical call center environments as long as the calls are not overly complex in nature
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

Sensitive
Anxious
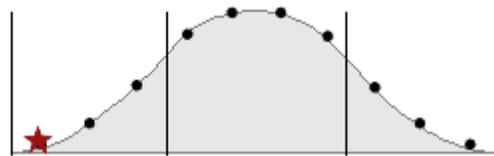
Calm
Stress Resistant
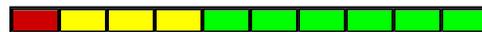
- Julie tends to feel rejection and stress more quickly than the average person does
- Julie may be better suited for environments where it is important to be sensitive to the caller's needs
- Tends to be sensitive to the needs of co-workers and customers
QUESTION: Describe a time when you had to handle a great deal of rejection during the day. How did you deal with it?

Team

Individualistic
Competitive
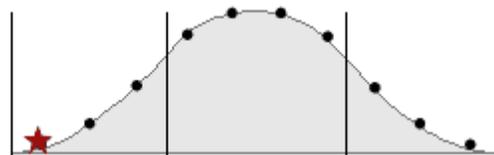
Collaborative
Win-Win

- 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 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)

Frank
Candid

Exaggeration
Disguised
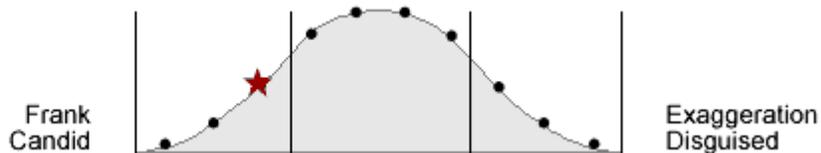
- Julie's responses have been frank and open

*The participant has scored in the "red zone" in 2 areas.

Overall
61% *

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.

**Name: Julie Testing
ID: 137903**

Inbound 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 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 your 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.