



Date : Oct 3, 2006

Name : Julie Testing
ID : 137903

Outbound Call Center Graph

Characteristic	Above Average	Average	Below Average
Efficient Problem Solving			●
Engaging Prospect			●
Persistence	●		
Ability to Handle Rejection and Stress			●
Adaptability During the Call			●
Motivation for Individual Rewards	●		

Efficient Problem Solving

- Julie generally solves problems more slowly than others; more complex sales scripts may be very difficult
- Important to provide Julie additional training time using hands on experience whenever possible
- Julie may be 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?

Engaging Prospect

- Julie may have difficulty engaging the prospect
- Julie may be better suited to environments where listening to the prospect is much more important than being outgoing and friendly

QUESTION: Describe a time when you felt that too much importance was placed on being friendly with prospects rather than actually educating them to your products and services. How did you handle it?

Persistence

- Julie tends to be very persistent when dealing with prospects
- Julie may appear to be argumentative or too pushy in environments where the script is more of a "soft sale" approach

QUESTION: Describe a time when you lost a sale because you may have pushed a little too hard.

Ability to Handle Rejection and Stress

- Julie tends to react more than others to rejection and stress

- Julie may be better suited for sales environments where the call is more of a “warm sales” call rather than “cold calls” so that rejection is minimized
 - Because of the sensitivity, Julie can generally pick up on buying signals quickly which makes them better suited for products/services that are more “emotional” purchases for the buyer
- QUESTION: Describe a time when you had to handle a great deal of rejection during the day. How did you deal with it?

Adaptability During the Call

- Julie tends to follow a script and process very closely which can create difficulty for them in adapting to the prospect during the call
- Julie may be better suited for situations where the process and call scripts are highly structured requiring minimal adaptability

QUESTION: Describe a time when you felt a sales call script was not well defined and kept you from being successful in getting the sale. What did you do?

Motivation for Individual Rewards

- Julie's competitive nature generally creates more motivation for individual rewards
- Julie is better suited to environments that highly value and reward individual achievement
- Environments that are heavily team oriented may be difficult for Julie

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

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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