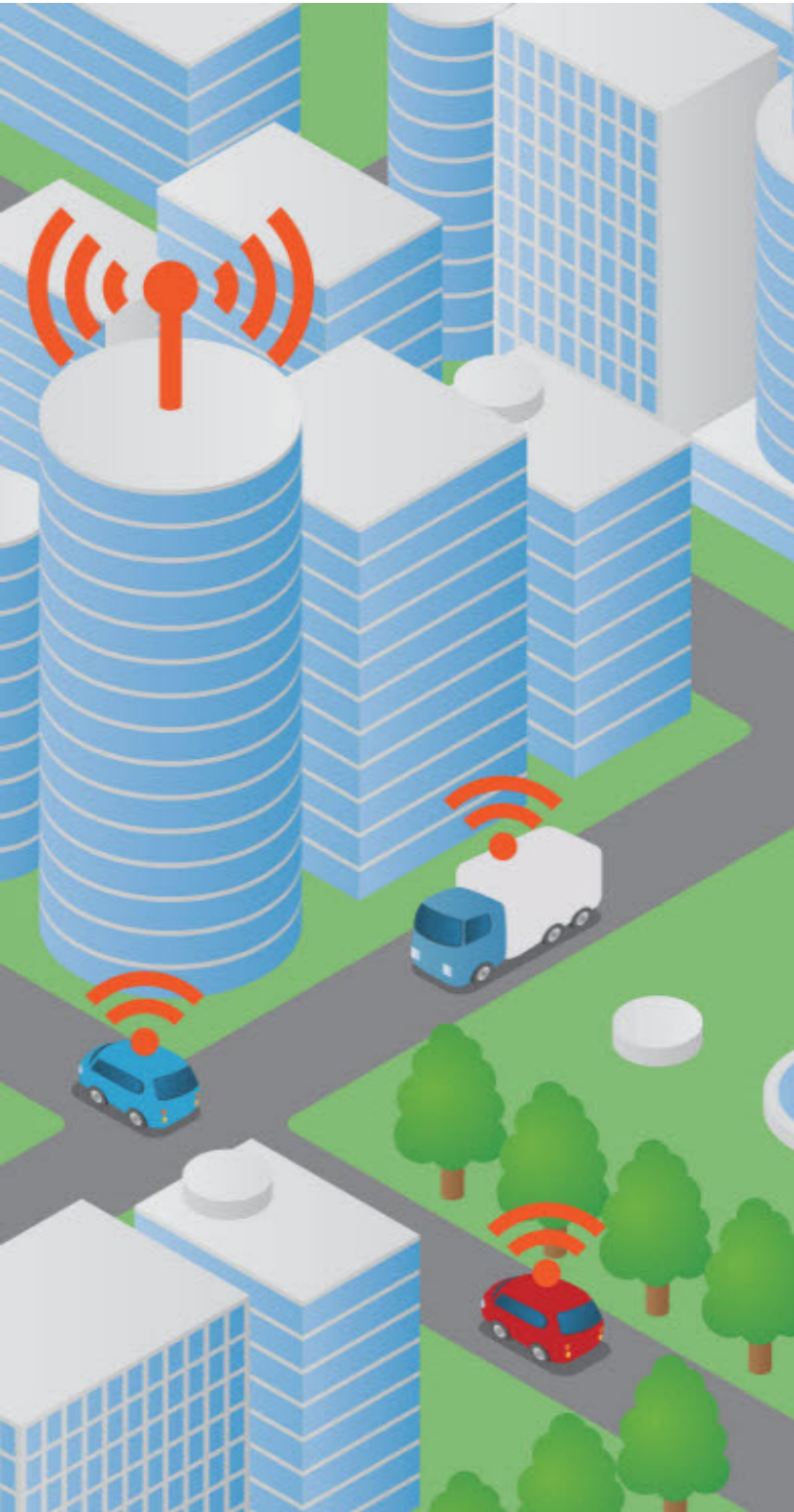


Candidate Report:
Service Version



JR Test

11/29/2017

ID Number:
BTest2

Assessment:
New Customer Service Insurance
Rep

Organization:
Test



JR Test

11/29/2017

Assessment:

New Customer Service
Insurance Rep

Organization:

Test

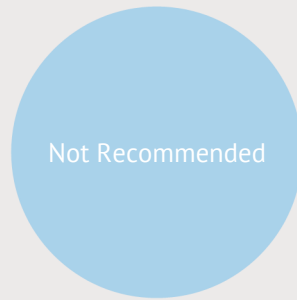
ID Number:

BTest2

Selection Report



Recommendation



Competency Results

		Unacceptable	Marginal	Acceptable	Above Average	Outstanding
Providing Accurate Information	[2]					
Managing Customer Relationships	[1]					
Managing Call Time	[5]					
Keyboarding Speed & Accuracy	[5]					
Multitasking	[5]					
		1	2	3	4	5

Customer Interaction Summaries

For three customer interactions, candidates are asked to provide a brief summary (2-3 sentences). Below is a brief description, as well as the summary the candidate provided, for each of these.

Challenge 2 - Debbie Xiang Interaction

Description: Ms. Xiang called to check on the status of her order. The units were shipped to the wrong location. The candidate suggested she try calling a local service center to see if they have extra equipment in stock so she doesn't have to wait.

Candidate Response

She mad

Challenge 3 - Anthony Romero Interaction

Description: Mr. Romero called in with a billing question, as he thought the charges were too high. The candidate reviewed the account and explained installation fees were also included within the first bill. The invoice was correct.

Candidate Response

He mad, can't read bill

Challenge 4 - Maria Bruno Interaction

Description: Ms. Bruno called to learn more about our packages and services. The candidate provided information on the Urban Wings Package and answered her questions. Ms. Bruno decided to purchase the package.

Candidate Response

Maria hates driving

Customer Interaction Summary Interpretation

You can use the behavioral anchors below to help you interpret how effective the candidate was in generating call summaries for the customer interactions.

Ineffective	Effective	Highly Effective
<ul style="list-style-type: none"> Inappropriately or inaccurately summarized the customer interaction Summary was unclear and disorganized Summary did not use proper grammar, spelling, and punctuation 	<ul style="list-style-type: none"> Summary of the customer interaction was generally accurate; could have included a bit more detail Summary was generally clear and organized Summary included only a few minor grammar, spelling or punctuation errors 	<ul style="list-style-type: none"> Summary of the customer interaction was accurate; included all relevant details Summary was very clear and well-organized Summary used proper grammar, spelling, and punctuation; included no errors

Interview Questions

You can use the interview questions provided below to probe further into the candidate's abilities related to the competencies assessed on the REPeValuator assessment.

Providing Accurate Information

1. Describe a time when you were required to review resources or do research in order to investigate and solve a customer problem.

Probes: *What was the situation? What did you do? What was the result?*

2. Sometimes it can be challenging to track many details. Tell us about a time when you were working with a client or on a project and a detail escaped your attention.

Probes: *What was the situation? What did you do? What was the outcome?*

Ineffective 1 2 3	Effective 4 5 6	Highly Effective 7 8 9
<ul style="list-style-type: none"> Struggled to integrate information; misread or miscommunicated the information Did not care or was not aware that a detail was missed Outcome was negative; was not able to solve the customer's issue 	<ul style="list-style-type: none"> Generally was able to integrate and communicate information Eventually noticed that a detail was missed and took steps to correct the situation Outcome was somewhat positive; was able to resolve the customer's issue 	<ul style="list-style-type: none"> Integrated information from multiple sources; effectively communicated key details Immediately noticed that a detail was missed; took steps to correct the issue and notify others Outcome was extremely positive; was able to resolve the customer's issue and took steps to prevent reoccurrence

Managing Customer Relationships

1. Describe a time when you successfully anticipated a customer request, and as a result, were able to provide excellent service.

Probes: *What was the situation? What did you do? What was the customer's response?*

2. Tell us about a time when you were able to build rapport with a customer, even when the situation was a difficult one.

Probes: *What was the situation? What did you do? What was the end result?*

Ineffective 1 2 3	Effective 4 5 6	Highly Effective 7 8 9
<ul style="list-style-type: none"> • Did not anticipate the customer's request and/or addressed only the most basic issues • Was unable to build and maintain a positive working relationship with the customer • Outcome was negative; unable to fulfill the customer's request and/or preserve the relationship 	<ul style="list-style-type: none"> • Anticipated and responded to a minor customer request • Attempted to build and maintain a positive working relationship with the customer, but was not completely successful • Outcome was somewhat positive; was able to fulfill the customer's request and/or generally keep the customer satisfied 	<ul style="list-style-type: none"> • Successfully anticipated and addressed an important customer request • Effectively built and maintained a positive working relationship with the customer throughout the interaction • Outcome was extremely positive; went above and beyond to fulfill the customer's request and/or delight the customer

Managing Call Time

1. Describe a time when you took specific steps to make your job easier, more efficient, or more productive.

Probes: *What was the situation? What did you do? What was the end result?*

2. Describe a time when you had to react quickly or make an immediate decision to solve a customer issue.

Probes: *What was the situation? What did you do? What options did you consider? What was the outcome?*

Ineffective 1 2 3	Effective 4 5 6	Highly Effective 7 8 9
<ul style="list-style-type: none"> • Did not attempt to make any changes or made only very minor improvements that did not impact productivity • Reacted too slowly to resolve the issue; actions taken failed to solve the problem or created other problems • Did not acknowledge the importance of efficient service 	<ul style="list-style-type: none"> • Made a few changes that resulted in small improvements in efficiency and productivity • Reacted in an appropriate timeframe; was generally able to resolve the issue • Acknowledged the importance of efficient service 	<ul style="list-style-type: none"> • Made significant changes that resulted in significant improvement in efficiency and productivity • Reacted quickly and took immediate steps to resolve the issue; took steps to prevent the issue from reoccurring • Described in detail the importance of providing efficient service

Multitasking

1. Describe a time when you had to maintain concentration and focus in a pressure-filled, stressful situation.

Probes: *What was the situation? What did you do? How did you stay focused? What effect did your actions have?*

2. Describe a time when you had to deal with conflicting, but particularly important priorities.

Probes: *What was the situation? Why were the priorities conflicting? What did you do? What was the end result?*

Ineffective 1 2 3	Effective 4 5 6	Highly Effective 7 8 9
<ul style="list-style-type: none"> Was unable to maintain concentration in stressful situations Struggled to handle competing priorities; ineffectively prioritized activities or needed guidance Quality of work greatly suffered due to the situation; failed to meet deadlines 	<ul style="list-style-type: none"> Was somewhat effective at maintaining concentration in stressful situations Was generally able to handle competing priorities; prioritized activities based on the order in which they were received Quality of work was only slightly impacted by the situation; met the critical deadlines 	<ul style="list-style-type: none"> Was extremely effective at maintaining concentration in stressful situations Effectively handled competing priorities; prioritized activities based on several factors such as deadlines, importance, task length, and conflicts or consequences of inaction Quality of work was not impacted by the situation and successfully met all deadlines