

Candidate Information
Name: Sample Sim Telephone: 416-123-4567 Email Address: test@email.com
Address:
Desired Location:
Referral Source:
Company Name:

Results

SimulationPro™

This report provides an overall assessment of the candidate's suitability to perform the necessary skills for a contact center position. It measures the candidate's level of Computer Literacy, Cognitive Skills and Customer Focus that are normally required in the role.

Overall Score

An average of Computer Literacy, Cognitive Skills and Customer Focus.



4.78



Computer Literacy

An evaluation of computer literacy based on the simulation exercise.

5 / 5

An average of Computer Navigation and Keyboarding.

Cognitive Skills

An evaluation of cognitive abilities based on the simulation exercise.

5 / 5

An average of Basic Mathematics, Reading and Comprehension and Problem Solving.

Customer Focus

An evaluation of customer service essentials based on the simulation exercise.

4 / 5

An average of Listening and Comprehension, Memory and Attention to Detail and Business Development.

Results**Computer Literacy**

An evaluation of computer literacy based on the simulation exercise.

**Computer Navigation**

The simulation contains a number of situations where the candidate must demonstrate computer proficiency in order to proceed. These instances are scored independently and they are listed below.

5 / 5

This skill is measured by:

Information confirmed and entered accurately: 3/3
 Utilized multiple windows: 0/5
 Cut and paste information: Yes
 Create and send emails: Yes
 Used a calculator: No

Time taken on this competency (mm:ss): 0:37

Keyboarding

The simulation is designed to test keyboarding in a real time environment.

5 / 5

There is sense of operating under pressure as a running time clock is presented throughout the simulation and it is highly visible to the candidate.

There is a clear keyboarding exercise where the skills are measured as follows:

Speed and accuracy when entering information using computer keyboard
 (WPM=51; Accuracy=94%; #Errors=2; NWPM=47)

Time taken on this competency (mm:ss): 1:44

Total time taken on the Simulation (mm:ss): 7:57

Results**Cognitive Skills**

An evaluation of cognitive abilities based on the simulation exercise.

Basic Mathematics

There are number of math exercises in the simulation. Throughout the assessment, the candidate is tested on basic math computations and the time taken to complete them is measured and reported below.

5 / 5

This skill is measured by:

Perform basic subtraction: Yes
 Apply percentages to numbers: Yes
 Apply basic math to customer's inquiry: Yes

Total #correct: 3/3

Time taken on this competency (mm:ss): 0:09

Reading and Comprehension

The candidate must read and understand written information and utilize appropriate material from the database. The candidate's ability to navigate this database and retrieve specific information related to the customer's situation is a key skill. This ability is timed to measure how quickly the candidate can find and deliver this information accurately.

5 / 5

This skill is measured by:

Understand customer issues: Yes
 Review products in database: No
 Identify customer information: Yes

Time taken on this competency (mm:ss): 0:05

Problem Solving

The simulation assesses candidates on how quickly they can identify and solve the client's issues on the call. Candidates are faced with retrieving information from the database and selecting the best solutions within the shortest amount of time.

5 / 5

This skill is measured by:

Identify billing issue: Yes
 Correct billing issue: Yes

Time taken on this competency (mm:ss): 0:05

Results**Customer Focus**

An evaluation of customer service essentials based on the simulation exercise.

Listening and Comprehension

The simulation assesses how well the candidate listens to the customer and understands his needs.

3 / 5

This skill is measured by:

Identify the customer's contact information: Yes

Identify appropriate products for the customer's needs: Yes

Time taken on this competency (mm:ss): 0:21

Memory and Attention to Detail

The simulation measures the candidate's responses based on the retention of information and recognition of specific details throughout the customer interaction.

5 / 5

This skill is measured by:

There is a scenario where the candidate has to identify any incorrect words in a paragraph that summarizes the interaction with the customer.

Clicked on correct words: 8/8

Clicked on incorrect words: 1/51

The candidate must enter any additional information from the call that was missed in order to properly document the conversation. Several key words are required to achieve a higher score in this area:

Missing words Identified: 3/7

Identifies client name: Yes

Identifies date: Yes

Retrieves information from database: Yes

Time taken on this competency (mm:ss): 0:36

Business Development

The simulation assesses candidates based on their comfort level in a sales opportunity. Some skills measured include identifying selling opportunities and handling objections.

5 / 5

This skill is measured by:

Identifies selling opportunity at first occasion: Yes

Identifies best sales closing statement: Yes

Comfort with persistent sales: Yes

Follows business practices: Yes

Time taken on this competency (mm:ss): 0:30