

Candidate: **Betty Penske**
Assessment: Chat-based Customer Service (Medical Appointments)
Completed: January 16, 2022
Prepared for: Susan Bookman



Test Results and Interview Guide

The Chat-based Customer Service (Medical Appointments) assessment measures key factors related to high performance and tenure in this job. Attribute types measured include cognitive ability, skills, knowledge, personality characteristics, emotional intelligence, and past behavioral history. This report includes a one page summary, followed by detailed results with an embedded interview guide. Note that these results should always be used as a part of a balanced candidate selection process that includes independent evaluation steps, such as interviews and reference checks.

Overall

Candidate	Score	Interpretation
Betty Penske bettypenske@yourcompany.org Chat-based Customer Service (Medical Appointments) January 16, 2022 The candidate's scores indicate moderate performance potential in conducting chat-based customer service in a reliable and professional manner.	64	 Key ▼ Candidate Score ■ Higher Risk ■ Lower Risk ■ Custom Baseline (Optional)

Competency Summary

Competency	Score	Interpretation
Skills/Knowledge (relates to immediate readiness)		
Chat-Based Customer Service	64	

Comparison

Percentile scores indicate how the candidate compares to other test-takers within various groups. The candidate scored equal to or better than the fraction of test-takers indicated by the percentile.

Test-Taker Group	Percentile	0	10	20	30	40	50	60	70	80	90	100	
Global	64th												
United States	53rd												
HR Avatar Data	59th												

Assessment Overview

This assessment measures the ability of the candidate to conduct a chat-based customer service interaction in a professional manner.

Detail

Candidate: **Betty Penske**, bettypenske@yourcompany.org
 Assessment: Chat-based Customer Service (Medical Appointments)
 Authorized: January 16, 2022, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz
 Started: January 16, 2022 at 4:29:16 PM EST
 Completed: January 16, 2022 at 4:29:16 PM EST
 Overall Score: 64

Knowledge and Skills Detail

This section contains a list of job-related knowledge areas and skills that have been evaluated. Low scores in these areas often indicate that additional learning may be required before top performance can be achieved.

Detail	Interview Guide
<p>Chat-Based Customer Service Score: 64</p> <p><i>Description:</i> An overall evaluation of the candidate's ability to deliver chat-based customer service in a reliable and professional manner.</p> <p><i>Interpretation:</i> Candidate appears capable of average job performance in this area with little or no training.</p> <p>Demonstrates moderate level of ability to deliver chat-based customer service in a reliable and professional manner. Some additional training and initial supervision may be necessary to achieve desired proficiency.</p> <ul style="list-style-type: none"> • Avg Response Time: 8.04 sec • Rapport/Empathy Expressions: 0.0 /session • Negative Expressions: 0.0 /session • Spelling/Grammar errors: 2.20 /100 words 	<p>Please describe a time where you had to serve a customer or client via chat. How did it go? How did you do?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1 Didn't enjoy chat mode or helping customer</div> <div style="text-align: center;">★ 2 Ambivalent to chat mode and customer support</div> <div style="text-align: center;">★ 3</div> <div style="text-align: center;">★ 4</div> <div style="text-align: center;">★ 5 Enjoyed chat-based mode and helping customer</div> </div>
<p>Results by Topic for Chat-Based Customer Service</p> <ul style="list-style-type: none"> • Following Policies and Procedures: 55 of 100 • Rapport and Empathy: 55 of 100 • Spelling and Grammar: 76 of 100 	

Make Doctors Appointment Scenario B

Hello. Is anyone there?

Hello (3.6 seconds)

Hello. I could really use some help here. Thanks.

Great. What can I do for you today? (7.8 seconds)

I need to schedule an appointment.

OK I can do that. (4.5 seconds)

Thank you.

What day do you want to come in? (8.8 seconds)

I really want to come in tomorrow

Does 3 pm in the afternoon tomorrow work for you? (15.2 seconds)

That would be perfect.

OK I'll set that up. (6.8 seconds)

Thank you.

What is your name? (3.8 seconds)

My name is Jessica Simon.

Are you a new or returning patient? (5.9 seconds)

I am not a new patient.

OK. Has your insurance changed? (12.0 seconds)

I have changed health insurance providers.

OK please bring your insurance card with you when you come in (14.1 seconds)

OK I will bring it.

Do you need a reminder call? (6.9 seconds)

Yes. Thanks.

OK. What is your patient id number? (7.6 seconds)

It's 5588.

Great. I think we are all set. (8.8 seconds)

Thank you.

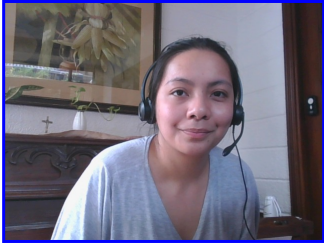



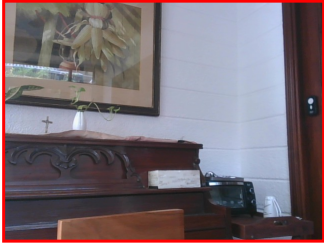

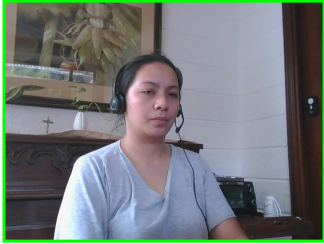
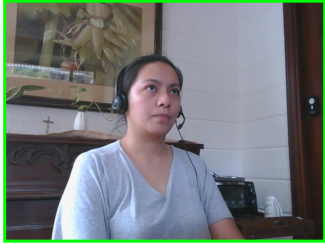
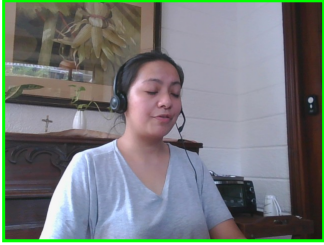

Do you need anything else today? (6.7 seconds)

Thank you. Good bye.

Identity Confirmation Photos

The following photos of the candidate and any identification were uploaded during the assessment session.

Photo Analysis Results	
- Risk:	Medium risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	17
- Total images with valid faces	14 (82%)
- Total pairs of faces compared	13
- Pairs in which faces matched	13 (100%)

			
<i>Pre/Post-Test Photo</i>	<i>ID Photo</i>	<i>In-Test Error Detected (No Face Detected)</i>	<i>In-Test Error Detected (No Face Detected)</i>
			
<i>In-Test Error Detected (No Face Detected)</i>	<i>In-Test Photo</i>	<i>In-Test Photo</i>	<i>In-Test Photo</i>
			
<i>In-Test Photo</i>	<i>Pre/Post-Test Photo</i>		

Suspicious Activity

During the assessment, the system monitored the candidate for suspicious actions, such as switching to another application, or pressing a suspicious key. Actions detected during the assessment are listed below. However, additional actions may be detected during post assessment processing. Please be sure to visit the online results at www.hravatar.com for a complete list.

Date/Time	Action	Info
November 14, 2021 at 8:07:04 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
November 14, 2021 at 8:15:15 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
November 14, 2021 at 8:36:18 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)

Date/Time	Action	Info
November 14, 2021 at 9:01:21 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
November 14, 2021 at 9:06:50 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)

Report Preparation Notes

- Hiring decisions should never be based on a single source of information. The most effective use of this assessment report is as a part of a multi-faceted program of candidate evaluation that includes resume review, interviews, and reference checks.
- Overall vs Percentiles Scores: The overall score reflects the success in the test, based on the mean (average) and standard deviation of the test scores. The percentile score reflects the percentage of test-takers who scored equal or below this overall score. We recommend you use the Overall Score as your primary evaluation criteria. However, percentile scores can often be useful in comparing specific candidates against one another and with a group, such as for test takers in a certain organization or within a certain account.
- Note that comparison information is calculated based on completed instances of this assessment at that time the assessment is scored. As additional instances are completed, the comparative data may change. You can always update a report to the current values by clicking on "Recalculate Percentiles" within the online results viewing pages at www.hravatar.com.
- Most competency scores are norm-based, which means that they can be interpreted in terms of their distance from the average or mean score. For all scales, a score equal to the mean receives a score of 65 and scores above and below this value are set so that a score change of 15 equals one standard deviation.
- For linear competencies, higher is better across the entire scale. For these scales a score between 65 and 80 (light green) represents 0 to 1 standard deviation above the mean and a score above 80 (dark green) represents more than one standard deviation above the mean. Similarly, a score of 50 - 65 (yellow) represents 0 to 1 standard deviation below the mean, while a score of 35 - 50 (orange) equates to 1 to 2 standard deviations below the mean, and a score below 35 represents more than 2 standard deviations below the mean.
- For non-linear competencies, scores in the middle are more desirable. For these scales a score between 50 and 80 (dark green) represents scores that are within 1 standard deviation of the mean, scores between 80 and 95 and scores between 35 and 50 (yellow) represent scores that are 1 to 2 standard deviations above or below the mean, and scores above 95 or below 35 (red) represent scores that are more than 2 standard deviations above or below the mean.
- Sim ID: 5581-1, Key: 0-0, Rpt: 13, Prd: 2104, Created: 2022-01-16 21:29 UTC
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko

Score Calculation Detail

The following table provides a summary of how the overall score was calculated from each of the individual competency scores. First, all competency scores are calculated on a scale of 0-100. Note that some competencies use their color category rather than their actual numeric score in the overall calculation. For these, a standard score associated with the assigned color category is used in the overall score calculation rather than the actual numeric score. This is reflected in the "Score Value Used" column. Next, a weighted average of scores is computed using individual competency weights, typically set using job analysis data provided by the US Government Occupational Information Network (O*Net).

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Chat-Based Customer Service	64.2485	Numeric Score	64.2485	100.0000

Weighted Average: 64.2485

Final Overall Score: 64

Notes

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