

Candidate: **Betty Penske**  
Assessment: Chat-based Customer Service (Medical Appointments, Short Version)  
Completed: June 6, 2023  
Prepared for: Susan Bookman  
HR Avatar Data Collection Account

## Test Results and Interview Guide

The Chat-based Customer Service (Medical Appointments, Short Version) assessment measures key factors related to high performance and tenure in this job. Attribute types measured vary by test, but can 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
<b>Betty Penske</b> bettypenske@yourcompany.org Chat-based Customer Service (Medical Appointments, Short Version) June 6, 2023  The candidate's scores indicate low performance potential in conducting chat-based customer service in a reliable and professional manner. Significant training and close initial supervision may be necessary to obtain desired levels of performance and consistency.	<b>32</b>	 <b>Key</b> ▼ Candidate Score Higher Risk Lower Risk Custom Baseline (Optional)

## Competency Summary

Competency	Score	Interpretation
<b>Skills/Knowledge (relates to immediate readiness)</b> Chat-Based Customer Service	32	

## 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	32nd												
United States	27th												
HR Avatar Data	30th												

## 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](mailto:bettypenske@yourcompany.org)  
 Assessment: Chat-based Customer Service (Medical Appointments, Short Version)  
 Authorized: June 6, 2023, by Susan Bookman, HR Avatar Data Collection Account, [sue.bookman@richardson.biz](mailto:sue.bookman@richardson.biz)  
 Started: June 6, 2023 at 3:44:03 PM EST  
 Completed: June 6, 2023 at 3:44:03 PM EST  
 Overall Score: 32

## 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><b>Chat-Based Customer Service</b> Score: 32</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 may require significant training in this area in order to achieve satisfactory job performance. Additional probing is strongly recommended.</p> <p>Demonstrates weak level of ability to deliver chat-based customer service in a reliable and professional manner. Significant training and supervision may be necessary to achieve desired proficiency.</p> <ul style="list-style-type: none"> <li>• Avg Response Time: 15.02 sec</li> <li>• Rapport/Empathy Expressions: 0.5 /session</li> <li>• Negative Expressions: 0.0 /session</li> <li>• Spelling/Grammar errors: 6.80 /100 words</li> </ul>	<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><b>Results by Topic for Chat-Based Customer Service</b></p> <ul style="list-style-type: none"> <li>• Following Policies and Procedures: 23 of 100</li> <li>• Rapport and Empathy: 76 of 100</li> <li>• Spelling and Grammar: 55 of 100</li> </ul>	

## Make Doctors Appointment Scenario C

Hello. Is anyone there?

Hi, can you help me?

Hi my name is Lorraine, how can I help you today (33.0 seconds)

My name is Kim Nash.

Hi Kim, how can I help you today? (33.8 seconds)

I think I need to come in and see a doctor.

I'm happy to help you with that (22.6 seconds)

Thank you.

Which Doctor would you like to see (16.4 seconds)

Dr. Eckert.

Tomorrow at 2:00PM I have an appt (11.8 seconds)

I don't understand. Can you please just help me make an appointment for tomorrow afternoon?

Are you a new or existing patient? (32.4 seconds)

I don't understand. Can you please just help me make an appointment for tomorrow afternoon?

Tomorrow at 2:00PM I have an appt (24.4 seconds)

I don't understand. Can you please just help me make an appointment for tomorrow afternoon?

I have an appointment 3/23 at 2:00pm (47.6 seconds)

That would be perfect.

Are you a new or existing patient? (38.0 seconds)

I am a new patient.

what is the reason for your visit ? (30.0 seconds)

I have been experiencing sharp pains in my lower back.

Do you need the address? (62.6 seconds)

I don't understand what you are saying or asking for. Can you say it again in a different way?

Do you need the address to the office (19.9 seconds)

I have your address and know how to get there.

Would you like a reminder call ? (33.5 seconds)

Yes please.

Great I have set up a reminder call for you (20.3 seconds)

Yes please.

i have you all set to see Dr Eckert 3/23 at 2pm (39.2 seconds)

Thank you.

please remember to bring your insurance card (15.1 seconds)

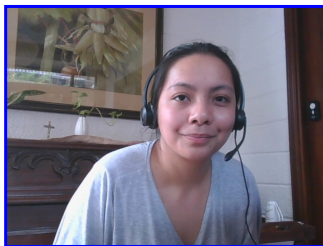
Thank you. Good bye.

## Identity Confirmation Photos

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

### Photo Analysis Results

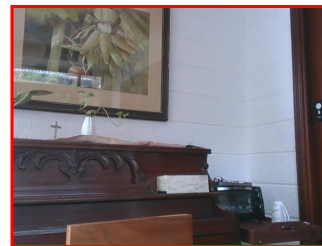
- Risk:	Medium risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	17
- Total images with valid faces	14 (82%)
- Total pairs of faces compared	13
- Pairs in which faces matched	13 (100%)



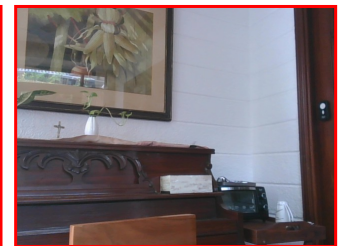
Pre/Post-Test Photo



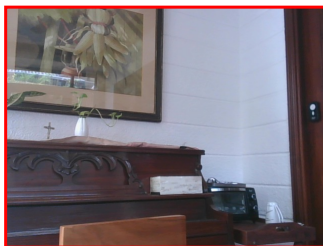
ID Photo



In-Test Error Detected (No Face Detected)



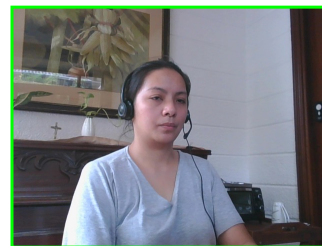
In-Test Error Detected (No Face Detected)



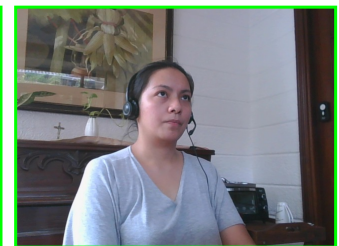
In-Test Error Detected (No Face Detected)



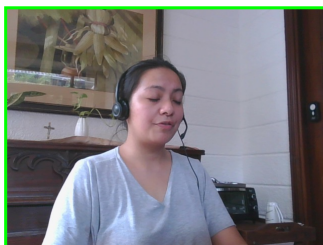
In-Test Photo



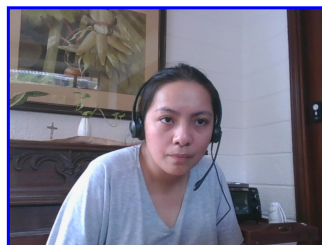
In-Test Photo



In-Test Photo



In-Test Photo



Pre/Post-Test Photo

## 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](http://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.
- Sim ID: 5584-2, Key: 0-0, Rpt: 13, Prd: 2106, Created: 2023-06-06 20:44 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	32.8170	Numeric Score	32.8170	100.0000

Weighted Average: 32.8170

Final Overall Score: 32



## Notes

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