

Candidate: **Betty Penske**
Assessment: Customer Service Representative (with Email and Calls) (Indonesian)
Completed: July 7, 2022
Prepared for: Susan Bookman



Test Results and Interview Guide

The Customer Service Representative (with Email and Calls) (Indonesian) 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
Betty Penske bettypenske@yourcompany.org Customer Service Representative (with Email and Calls) (Indonesian) July 7, 2022 Summary: Moderate to High Performance Potential Potential Risk Areas <ul style="list-style-type: none"> Low Integrity score could indicate potential issues with reliability. 	75	 Key <ul style="list-style-type: none"> ▼ Candidate Score Higher Risk Lower Risk Custom Baseline (Optional)

Competency Summary

Competency	Score	Interpretation
Cognitive Abilities (relates to job performance, problem-solving, ability to learn, etc.)		
Analytical Thinking and Attention to Detail	77	
Skills/Knowledge (relates to immediate readiness)		
Customer Service Fundamentals	88	
Writing	65	
Personality Characteristics (relates to fit with the job/team environment)		
Adaptability	76	
Drive	89	
Integrity	10	
Teamwork	73	
Behavioral History (relates to performance and turnover)		
History Survey - Performance	79	
History Survey - Tenure	96	
Emotional Intelligence (relates to situational judgment, performance and teamwork)		
Empathy and Emotional Self-Control	70	

Importance to Job ↑

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	75th												
United States	62nd												
HR Avatar Data	69th												

Assessment Overview

This assessment provides scores for a number of important factors and competencies that are related to success on the job. Scores are presented based on their potential impact on job performance.

Scores are presented individually on a scale of 0-100. In most cases, including the overall score, higher scores represent higher expected job performance. However, for some competencies, either extreme low or extreme high scores indicate a risk of lower performance. Refer to the interpretation section of each competency for additional information.

Individual competency scores are also combined into a single overall score. Please note that individual competencies are weighted differently, depending on their type, and on fine adjustments based on data from the US Government's Occupational Data Network (O*Net).

Each competency measured includes one or more suggested interview questions, in an easy-to-use format. These questions should be used for additional probing, especially when the score shows an area of relative weakness.

Some of the competencies measured evaluate preferences for doing (or not doing) specific activities. Scores for these competencies can be used to evaluate job-fit.

We wish to emphasize that the data contained in this report should be used as part of a comprehensive process for evaluating job candidates. Additional data should include in-person interviews, job tryouts, resume review, and background checks.


Detail

Candidate: **Betty Penske**, bettypenske@yourcompany.org
Assessment: Customer Service Representative (with Email and Calls) (Indonesian)
Authorized: July 7, 2022, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz
Started: July 7, 2022 at 12:17:20 AM EST
Completed: July 7, 2022 at 12:17:20 AM EST
Overall Score: 75

Cognitive Abilities Detail


This section contains a list of job-related cognitive abilities that have been evaluated in a job-like context using HR Avatar's simulation technology. Studies have demonstrated that cognitive abilities are highly correlated with job performance for many jobs. Abilities also correlate with problem-solving and the ability to learn quickly.

Continued on next page.

Detail	Interview Guide
<p>Analytical Thinking and Attention to Detail Score: 77</p>  <p><i>Description:</i> This scale represents thoroughness, accuracy, and being concerned for all areas involved no matter how insignificant. Individuals who demonstrate high Attention to Detail produce work products that are consistently accurate and require little checking. They rarely forget schedule commitments or overlook even the smallest details.</p> <p><i>Interpretation:</i> Strong scores in this area correlate with above average performance for many jobs.</p> <p>Usually able to achieve a high degree of thoroughness and accuracy in a work task. Concerned for most areas involved. Requires only occasional oversight and checking.</p>	<p>How do you handle a situation when you've messed up due to overlooking an important detail?</p> <p style="text-align: center;">★ ★ ★ ★ ★ 1 2 3 4 5</p> <p>Is unable to handle the situation. Demonstrates the ability to admit to their error and quickly fix the error, but didn't put preventative systems in place. Demonstrates the ability to admit to their error, put preventative systems in place and quickly fix the error.</p> <hr/> <p>Describe a time when you were given a problem without a lot of guidance or information. How did you handle that situation?</p> <p style="text-align: center;">★ ★ ★ ★ ★ 1 2 3 4 5</p> <p>Unable to problem solve with ease, use a systematic approach, or utilize resources. Was not thoughtful. Demonstrates the ability to (1) problem solve with ease and (2) utilize resources. Doesn't do so systematically. Was thoughtful. Demonstrates the ability to (1) problem solve with ease, (2) use a systematic approach, and (3) utilize resources. Was thoughtful.</p>

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>Customer Service Fundamentals Score: 88</p>  <p><i>Description:</i> Evaluates the candidate's knowledge of Customer Service Fundamentals with an aim to determine the degree of training that will be required before the candidate can be expected to become productive.</p> <p><i>Interpretation:</i> Candidate should achieve superior job performance in this area with little or no training.</p> <p>Scores indicate a solid working knowledge of Customer Service Fundamentals. Candidate is likely ready to be productive without basic training or with immediate entry into advanced training. Likely to be able to mentor others.</p>	<p>Tell me about a project or task where you had to use your knowledge of Customer Service Fundamentals.</p> <p style="text-align: center;">★ ★ ★ ★ ★ 1 2 3 4 5</p> <p>Example didn't require or demonstrate knowledge. Knowledge was only moderately important or moderately demonstrated in example. Clearly relevant application and demonstration of knowledge.</p>



Detail	Interview Guide
<p>Writing Score: 65</p> <p><i>Description:</i> The ability to concisely and succinctly convey ideas and information via written text.</p> <p><i>Interpretation:</i> Above-average writing skills can positively impact performance in many jobs.</p> <p>Above average. Conveys ideas in a concise and succinct format. See writing sample section of report for raw essay(s) submitted.</p> <ul style="list-style-type: none"> • Raw computed score: 80 • Computed score confidence: 75 • Approximate Word Count: 247 <p>Please see below to view the essay submitted.</p>	<p>Are you comfortable when you need to express yourself through writing? Do you feel confident you can get the right message across?</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1 Not confident in own writing ability. Prefers speaking.</div> <div style="text-align: center;">★ 2 Somewhat confident in own writing ability. Writes frequently.</div> <div style="text-align: center;">★ 3 Somewhat confident in own writing ability. Writes frequently.</div> <div style="text-align: center;">★ 4 Very confident in ability to write. Has received compliments on clarity of written correspondences.</div> <div style="text-align: center;">★ 5 Very confident in ability to write. Has received compliments on clarity of written correspondences.</div> </div> <hr style="border: 1px solid black;"/> <p>Describe the most significant report or written work you have completed.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">★ 1 Doesn't have a significant report that shows high skillset for the role.</div> <div style="text-align: center;">★ 2 Describes a significant report. Explanation shows potential high skillset in writing but isn't relatable to the role.</div> <div style="text-align: center;">★ 3 Describes a significant report. Explanation shows potential high skillset in writing but isn't relatable to the role.</div> <div style="text-align: center;">★ 4 Describes a significant report. Explanation shows potential high skillset in writing and is relatable to the role.</div> <div style="text-align: center;">★ 5 Describes a significant report. Explanation shows potential high skillset in writing and is relatable to the role.</div> </div>

Personality Characteristics Detail

This section contains a list of personality characteristics that are frequently associated with job performance. Remember, these are not skills and do not indicate the ability to do a job. Rather, they can be used to evaluate the candidate's fit with the general needs of the job and the organizational culture. Sample interview questions are provided to gather more information.







Continued on next page.

Detail	Interview Guide
<p>Adaptability Score: 76</p>  <p><i>Description:</i> This scale reflects how accepting a person is of frequent or substantial changes in his or her job requirements. Changing work requirements usually cause stress and put pressure on an individual to adapt. High scorers usually thrive under changing work conditions, while low scorers may burn out or become paralyzed. In more stable job circumstances, high scorers may become bored, while low scorers would remain satisfied.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Prefers a dynamic work environment. Able to remain focused and positive in times of significant workplace change. Fairly easy-going and relaxed. However, may appear uninterested under certain circumstances.</p>	<p>Describe a time where you had to adapt to some significant changes at work. How did you feel? How did you handle the change?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Feelings: Strong Dislike or Very Resistant. Weren't able to handle the change or needed significant help. </div> <div style="text-align: center;">  2 Feelings: Unfazed or Slightly Resistant. Handled the situation & change only impacted their work in a minor way. </div> <div style="text-align: center;">  3 Feelings: Excited or Comfortable. Handled the situation well and in a way that didn't interfere with their work. </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 </div> </div> <hr style="border: 1px solid black;"/> <p>Even in a fast-changing environment there can be periods of relative calm and stability. How do you keep from getting bored during these slower times?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Candidate has no effective technique to keep them from getting bored. </div> <div style="text-align: center;">  2 Candidate can explain one effective technique to keep them from getting bored. </div> <div style="text-align: center;">  3 Candidate explains multiple effective techniques to keep them from getting bored. Shows they enjoy stability too. </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 </div> </div>
<p>Drive Score: 89</p>  <p><i>Description:</i> This scale reflects the degree to which an individual will work hard to achieve goals and solve critical problems in the organization. High scores on this scale indicate a person will be diligent in their work and use all necessary sources to solve problems. Low scores on this scale indicate a person may be unenthusiastic about work and may struggle with complex tasks and challenges.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Highly motivated by challenging goals and tasks, financial rewards, and/or recognition, and willing to work very hard to succeed. Very focused on understanding guidelines, following the rules and personal achievement.</p>	<p>Describe a time when you had some extra time available at work. How did you use this extra time?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 Did not use their time in a beneficial way, or in a way that added value to the organization. </div> <div style="text-align: center;">  2 Used their time in a work related way, but those efforts didn't demonstrate hard work or added value (easy). </div> <div style="text-align: center;">  3 Used time in a beneficial way and added value to the organization. Showed ability to work hard and willingness to put in extra effort. </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 </div> </div> <hr style="border: 1px solid black;"/> <p>What are some of the things you do to ensure that you don't become overwhelmed when things get more challenging at work?</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  1 They don't have tools to ensure they don't become overwhelmed. </div> <div style="text-align: center;">  2 Acknowledges feeling overwhelmed but works hard to get through the challenge. However, the challenge impacts their job tasks. </div> <div style="text-align: center;">  3 Explains they don't get overwhelmed and they work hard to get through the challenge. Challenge doesn't impact their job tasks. </div> <div style="text-align: center;">  4 </div> <div style="text-align: center;">  5 </div> </div>

Detail	Interview Guide
<p>Integrity Score: 10</p>  <p><i>Description:</i> This scale reflects the degree to which an individual acts positively towards the organization, avoids unnecessary risk, and, simply put, does the right thing. High scores on this scale indicate a person will act in the organization's best interest, follow the rules, and work hard under limited supervision. Low scores on this scale indicate a person may engage in risk-taking behaviors, work to undermine the organization, and only do the bare minimum.</p> <p><i>Interpretation:</i> The candidate's score in this area indicates risk of a negative impact on performance for some jobs. Additional probing is strongly recommended.</p> <p>Distrusts the organization and management. Frequently assumes new ideas or changes will have a negative individual impact. Can be defensive regarding his or her own work, or show hostility towards management or company policies. May take unnecessary risks on the job.</p>	<p>Tell me about a time when a situation tested your integrity. How did you handle it?</p> <p style="text-align: center;">★ 1 ★ 2 ★ 3 ★ 4 ★ 5</p> <p>1: Did not make an ethical decision. 2: Made an ethical decision but didn't elaborate much. 3: Made an ethical decision but didn't elaborate much. 4: Made an ethical decision and showed a sense of self-control. 5: Made an ethical decision and showed a sense of self-control.</p> <hr/> <p>Do you think it's ever okay to withhold information from your supervisor? How would you judge whether doing so is okay or not?</p> <p style="text-align: center;">★ 1 ★ 2 ★ 3 ★ 4 ★ 5</p> <p>1: Answer shows that they are not concerned about ethics or organizational values/rules. 2: Explains only situational circumstances. Judgement does not stem from an ethical standpoint. 3: Explains only situational circumstances. Judgement does not stem from an ethical standpoint. 4: Explains only situational circumstances. Judgement does not stem from an ethical standpoint. 5: Explains only situational circumstances, or no circumstances. Judgement stems from ethical standards.</p>
<p>Teamwork Score: 73</p>  <p><i>Description:</i> This scale reflects the degree to which an individual works well with teams and maintains positive interpersonal relationships. High scores on this scale indicate a person will thrive in collaborative team settings and maintain high-quality relationships with coworkers. Low scores on this scale indicate a person will prefer working on individual projects and may struggle to maintain close working relationships with colleagues.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Actively cultivates relationships. Comfortable meeting new people and sensitive to how others feel. Works with colleagues and seeks input to develop friendships and meet goals.</p>	<p>Do you prefer working in teams or by yourself? Why?</p> <p style="text-align: center;">★ 1 ★ 2 ★ 3 ★ 4 ★ 5</p> <p>1: They choose teams or individual and feel they would be incapable of working in the opposite environment. 2: They feel they would work well in either environment but are unable to back that up with rational reasons. 3: They feel they would work well in either environment but are unable to back that up with rational reasons. 4: Response reflects rational reasons for why they prefer teams, individual, or both. They feel they would work well in either environment. 5: Response reflects rational reasons for why they prefer teams, individual, or both. They feel they would work well in either environment.</p> <hr/> <p>Discuss a time when you were part of a team that accomplished something most people didn't think could be done. What was your role and what made the team so special?</p> <p style="text-align: center;">★ 1 ★ 2 ★ 3 ★ 4 ★ 5</p> <p>1: No such experience. Example irrelevant. 2: Moderately relevant example and moderately relevant role. 3: Moderately relevant example and moderately relevant role. 4: Strong example and strong role. 5: Strong example and strong role.</p>

Behavioral History Detail

This section evaluates answers the candidate gave concerning his or her work-related history. Studies often show that a candidate's past behavior often indicates his or her future behavior. Potential caution areas (if any) are specified in each detail section.

Detail	Interview Guide
<p>History Survey - Performance Score: 79</p>  <p><i>Description:</i> Evaluates elements of the candidate's past work and education history to identify indications of high or low performance potential.</p> <p><i>Interpretation:</i> The candidate's score indicates past behaviors that contribute to above average job performance.</p> <p>Exhibits past behaviors and achievements that are likely to result in above average job performance.</p>	<p>Describe how your past performance makes you a good candidate for this job.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  1 No examples or rationale given. </div> <div style="text-align: center;">  2 Weak connection between past and future. </div> <div style="text-align: center;">  3 Clear connection between past and future. </div> <div style="text-align: center;">  4 Clear connection between past and future. </div> <div style="text-align: center;">  5 Clear connection between past and future. </div> </div>

Detail

History Survey - Tenure

Score: 96



Description:

Evaluates a candidate's past employment history and related factors for indications of potentially low job tenure.

Interpretation:

The candidate's score indicates past behaviors that contribute to high job performance.

Exhibits behaviors likely to result in longer than average job tenure.

Interview Guide

What are some reasons you would stay with a job for a long time?



1

Candidate struggles to find appropriate reasoning for staying or explains that they don't plan to stay a long time with a job.



2

Candidate's reasoning to stay are focused on personal gain and not with the organization.



3



4

Candidate's reasoning to stay is a nice balance between personal focus and organizational focus.



5

Go through the last few jobs you've had, what were the reasons for your departure?



1

Reasons demonstrate that they don't stay in a job long due to boredom, indecision, or unprofessional behavior.



2

Reasons are valid but are more personally related not professional.



3



4

Reasons are related to career growth, change in location, or end of contract (seasonal work).



5

What are some of the reasons you have left previous jobs?



1

Many different reasons. Blames employer.



2

Circumstances for leaving generally credible or somewhat outside control.



3



4

Reasonable rationale or circumstances clearly outside control.



5

What are some reasons you would leave a job after a short period of time?



1

Reasons do not seem justified or professional.
(OR)
Their reasoning is related to boredom and indecision.



2

Reasons seem justified but are more personally related not professional.



3



4

Reasons are focused on ethical reasons.
(OR)
Their definition of short period of time is equated to multiple years.



5

Emotional Intelligence Detail

This section contains a list of emotional intelligence characteristics that indicate how tuned in a candidate is to his or her own emotions, and those of others, as well as the candidate's ability to control his or her behavior in light of the emotions he or she is experiencing. These traits can often impact performance in groups or teams. Sample interview questions are provided to gather more information.

Detail	Interview Guide
<p>Empathy and Emotional Self-Control Score: 70</p> <p><i>Description:</i> Demonstrates exceptional strengths in sensing the emotional needs of others, sympathizing with other people's problems, and seeing things from other people's point of view. Likely to be very effective at demonstrating to customers or coworkers that they understand and care about them, resulting in significantly improved customer loyalty, much stronger work relationships, and noticeably reduced levels of conflict in the workplace.</p> <p><i>Interpretation:</i> The candidate's score in this area should contribute to enhanced overall job performance.</p> <p>Demonstrates strengths in sensing the emotional needs of others, sympathizing with other people's problems, and seeing things from other people's point of view. Likely to be effective at demonstrating to customers or coworkers that they understand and care about them, resulting in improved customer loyalty, stronger work relationships, and reduced levels of conflict in the workplace.</p>	<p>How important is it to sense what others you are working with are feeling? How do you adapt when you can tell a coworker is upset or excited?</p> <p style="text-align: center;">★ ★ ★ ★ ★ 1 2 3 4 5</p> <p>Not important to them. Unable to adapt.</p> <p>Important to them. Adapt by regulating their emotions to be either professional, caring, OR understanding.</p> <p>Very important to them. Adapt by regulating their emotions to be professional, caring, AND understanding.</p> <hr/> <p>Tell me about a time you got upset at work. How did you handle/deal with your emotions?</p> <p style="text-align: center;">★ ★ ★ ★ ★ 1 2 3 4 5</p> <p>They had an inappropriate response or placed blame.</p> <p>They (1) had an appropriate response (2) took responsibility but were unable to make the bad situation better.</p> <p>They (1) had an appropriate response (2) took responsibility and (3) worked to make the bad situation better.</p>

Writing Sample(s)

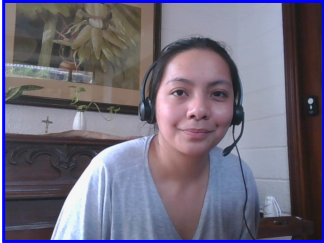



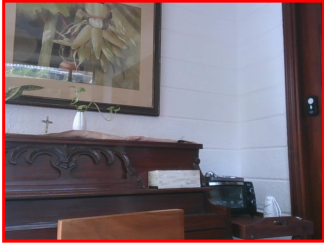

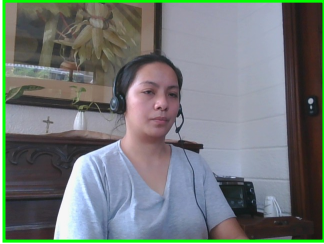
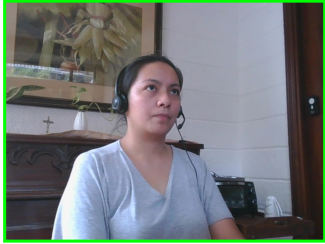
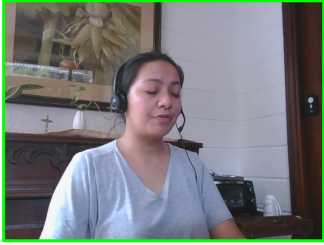

During the assessment, the candidate was asked to write one or more passages. The text they wrote is included in the table below for review.

Writing Sample - Question	Response
<p>Please write an essay describing the HR Avatar essay feature.</p>	<p>This is a sample essay. In a real test situation, the candidate or test taker would write an essay as a part of their assessment, in response to the question associated with this entry. All reports will share their writing as received. In some cases, our artificial intelligence engine will process their response to create a numerical score. Our system also checks for plagiarism, both among previously submitted essays, and the broader Internet. Additionally, spelling, grammar, and style checks are performed.</p> <p>Essay typically are from 150 to 600 words. They can be written in response to an explicit question, or they can be free-form responses to general questions.</p>

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)
May 11, 2022 at 1:39:31 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (0 Instances)
May 11, 2022 at 2:56:55 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (0 Instances)
May 12, 2022 at 8:54:31 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (0 Instances)
May 30, 2022 at 3:32:20 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
May 30, 2022 at 3:33:14 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
May 24, 2022 at 1:12:38 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (0 Instances)
June 24, 2022 at 2:17:57 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 11:13:42 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 10:58:35 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 10:45:47 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 9:11:41 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 9:27:24 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 11:33:42 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 9:25:12 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 8:29:16 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 9:46:54 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 8:36:48 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 11:20:34 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 26, 2022 at 12:20:37 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 26, 2022 at 12:07:52 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 8:40:39 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 10:58:26 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 11:33:59 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 11:08:51 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 9:56:32 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)

Date/Time	Action	Info
June 26, 2022 at 12:53:04 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 25, 2022 at 11:18:43 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 26, 2022 at 2:02:33 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 26, 2022 at 3:53:15 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
June 28, 2022 at 2:45:08 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
July 2, 2022 at 10:40:37 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
July 2, 2022 at 9:26:15 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
July 2, 2022 at 11:53:49 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
July 2, 2022 at 10:19:03 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
July 2, 2022 at 9:11:26 PM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)
July 5, 2022 at 12:18:33 AM EST	Candidate - ID Card Mismatch.	Candidate face captured by camera did not match ID Card face. (1 Instances)

Top Job Title Matches

The candidate also completed an interest/experience survey. The results from this survey were used in conjunction with the competency scores in this assessment to generate a report of jobs that best match this candidate's unique blend of abilities, interests, education, and experience. The results are summarized in the table below. These results were used to prepare a separate report that was sent to the candidate.

Rank	Job Title	Interests Match	Competencies Match	Education and Experience Match	Overall Match
1	Insurance Claims and Policy Processing Clerk	72%	86%	99%	Strong
2	Receptionists and Information Clerk	69%	83%	71%	Medium
3	Telemarketer	69%	83%	72%	Medium
4	Billing and Posting Clerk	67%	86%	72%	Medium
5	Brokerage Clerk	67%	83%	72%	Medium
6	New Accounts Clerk	69%	88%	58%	Medium
7	Order Clerk	69%	86%	59%	Medium
8	Bill and Account Collector	68%	82%	69%	Medium

Minimum Qualification Guidelines - from O*Net

The following are suggestions from O*Net, the United States government's occupational information network, regarding prerequisites for this job type.

Item	
Educational Achievement	High School
Job-Related Training	Less than 6 Months
Job-Related Experience	Less Than 1 Year

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.
- This assessment makes use of data from the Occupational Information Network (O*NET), which is funded by the U.S. Federal Government - U.S. Department of Labor/Employment and Training Administration (USDOL/ETA) - as a primary source of occupational information. The O*NET database contains information on hundreds of standardized and occupation-specific descriptors that are continually updated by ongoing research. These data are used in preparing descriptive information as well as setting relative weights between competencies used in calculating the overall score. For additional information about O*NET, visit <http://www.onetcenter.org>.
- O*Net Standard Occupational Code (SOC) Used: 43-4051.00
- O*Net Version: 25.1
- Sim ID: 9177-8, Key: 0-0, Rpt: 13, Prd: 3411, Created: 2022-07-07 05:17 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 the individual competency scores. Competency scores are calculated on a 0-100 scale by first calculating a Z statistic based on test-taker responses and then transforming the Z value to a scale with target mean and standard deviation. Certain competencies have a normal score distribution where it is best to be closest to the mean. For these competencies we modify the Z statistic by multiplying its absolute value by minus 1 for the overall score calculation. Next, to calculate the overall score, a weighted average of all modified competency Z statistics is computed and this weighted average is itself transformed to a Z statistic, which is then transformed to a score with the same target mean and standard deviation. Finally outlier scores are adjusted if they are below 0 or above 100.

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Adaptability	76.6366	Z-Statistic	0.7758	5.9649
Analytical Thinking and Attention to Detail	77.6039	Z-Statistic	0.8403	38.8285
Customer Service Fundamentals	88.2865	Z-Statistic	1.5524	14.1195
Drive	89.4880	Z-Statistic	1.6325	6.2931
Integrity	10.0000	Z-Statistic	-3.6667	6.7950
Empathy and Emotional Self-Control	70.5700	Z-Statistic	0.3713	7.0597
Teamwork	73.9121	Z-Statistic	0.5941	6.7757
Writing	65.9163	Z-Statistic	0.0611	0.0441
History Survey - Performance	79.7851	Z-Statistic	0.9857	7.0597
History Survey - Tenure	96.5721	Z-Statistic	2.1048	7.0597
Weighted Average of Competency Z-Scores:				0.7300
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				0.7300
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				75.9500

Notes

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