

# Test Results and Interview Guide

Candidate: **Richard Wantsajob**  
Assessment: Customer Service Representative (with Email and Calls)  
(Indonesian)  
Completed: May 17, 2025  
Prepared for: Sara Maple  
Example Company

## What's Included

- Overall Score
- Competency Summary Table
- Comparison Matrix
- Detailed Competency Results with Interview Guide

**Important Note:** 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
Richard Wantsajob	75	
rich.wantsajob@gmail.com Customer Service Representative (with Email and Calls) (Indonesian) May 17, 2025 Summary: Moderate to High Performance Potential		
<b>Potential Risk Areas</b> <ul style="list-style-type: none"> <li>Low Integrity score could indicate potential issues with reliability.</li> </ul>		
<b>Key</b> <ul style="list-style-type: none"> <li> Candidate Score</li> <li> Higher Risk</li> <li> Lower Risk</li> <li> Custom Baseline (Optional)</li> </ul>		

## Competency Summary

Competency	Score	Interpretation
<b>Cognitive Abilities (relates to job performance, problem-solving, ability to learn, etc.)</b>		
Analytical Thinking and Attention to Detail	86	
<b>Skills/Knowledge (relates to immediate readiness)</b>		
Customer Service Fundamentals	64	
Writing	98	
<b>Personality Characteristics (relates to fit with the job/team environment)</b>		
Adaptability	78	
Drive	96	
Integrity	10	
Teamwork	66	
<b>Emotional Intelligence (relates to situational judgment, performance and teamwork)</b>		
Empathy and Emotional Self-Control	90	
<b>Behavioral History (relates to performance and turnover)</b>		
History Survey - Performance	79	
History Survey - Tenure	67	

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												
Example Company	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: **Richard Wantsajob**, rich.wantsajob@gmail.com  
Assessment: Customer Service Representative (with Email and Calls) (Indonesian)  
Authorized: May 17, 2025, by Sara Maple, Example Company, qamailsaram.mike@hravatar.com  
Started: May 17, 2025, 6:04:18AM EDT  
Completed: May 17, 2025, 6:04:18AM EDT  
Overall Score: 75

## Cognitive Abilities Detail

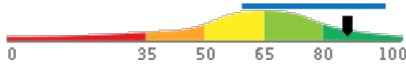
This section contains a list of job-related cognitive abilities that have been evaluated in a job-like context using simulation technology. Studies have demonstrated that cognitive abilities are highly correlated with job performance for many jobs. Abilities also correlate with problem-solving and the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

### Detail

### Interview Guide

#### Analytical Thinking and Attention to Detail

Score: 86



#### Description:

This scale indicates both the capacity to think in a thoughtful, discerning way, to solve problems, utilize resources, analyze data, and apply attention to detail. Individuals who demonstrate high amounts of analytical thinking are able to recognize patterns rapidly, navigate through problems, and resolve difficult problems systematically. 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.

#### Interpretation:

High scores in this area correlate with superior performance for many jobs.

Able to think in a thoughtful, discerning way. Can often solve difficult problems, plan many-featured tasks and projects, organize multiple resources, and analyze complex data. Able to quickly recall and use information when needed or appropriate. Additionally, able to achieve a high degree of thoroughness and accuracy in a work task. Concerned for all areas involved. Work products require little or no review or checking to maintain consistency.

Describe a situation where you successfully demonstrated your analytical abilities.



1

Demonstrates no analytical abilities.



2

Demonstrates one analytical ability.



3



4

Demonstrates multiple analytical abilities.



5

Can you give me an example of where your attention to detail or your thoughtful analysis of a situation helped make a project successful?



1

Poor example. Does not show attention to detail or analytical ability.



2

Moderately relevant or impactful example.



3



4

Strongly relevant and clear example.



5

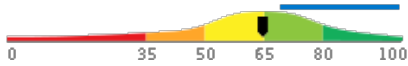
## Knowledge and Skills Detail

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

### Customer Service Fundamentals

Score: 64



**Description:**

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.

**Interpretation:**

Candidate appears capable of average job performance in this area with little or no training.

Scores indicate a working knowledge of Customer Service Fundamentals. Candidate is likely ready to be productive with a small amount of basic training.

Tell me about a project or task where you had to use your knowledge of Customer Service Fundamentals.

★  
1

Example didn't require or demonstrate knowledge.

★  
2

Knowledge was only moderately important or moderately demonstrated in example.

★  
3

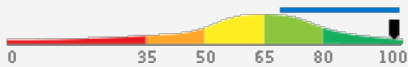
★  
4

★  
5

Clearly relevant application and demonstration of knowledge.

### Writing

Score: 98



**Description:**

The ability to concisely and succinctly convey ideas and information via written text.

**Interpretation:**

Superior writing skills can positively impact performance in many jobs.

Significantly above average. Conveys ideas accurately in a clear, concise and succinct format. See writing sample section of report for raw essay(s) submitted.

- Raw computed score: 80
- Computed score confidence: 75
- Approximate Word Count: 247

Please see below to view the essay submitted.

Describe the most significant report or written work you have completed.

★  
1

Doesn't have a significant report that shows high skillset for the role.

★  
2

Describes a significant report. Explanation shows potential high skillset in writing but isn't relatable to the role.

★  
3

★  
4

★  
5

Describes a significant report. Explanation shows potential high skillset in writing and is relatable to the role.

Do you think writing is important to the role you are applying for? How would you rate yourself as a writer.

★  
1

Rating doesn't correspond well with their score. Does not think writing is important to the role.

★  
2

Rating doesn't correspond well with their score. Acknowledges the importance of writing in the role.

★  
3

★  
4

★  
5

Rating corresponds well with their score. Acknowledges the importance of writing in the role.

## Personality Characteristics Detail

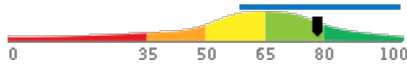
This section contains a list of personality characteristics that are frequently associated with job performance. Remember, these are not skills and do not indicate the ability to do a job. Rather, they can be used to evaluate the candidate's fit with the general needs of the job and the organizational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

### Detail

### Interview Guide

#### Adaptability

Score: 78



#### Description:

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.

#### Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

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.

How do you feel when things change at work? How do you cope?



1

Candidate gets frustrated and doesn't have an effective way to cope.



2

Candidate recognizes that they struggle and has one effective way to cope.



3



4

Candidate thrives when things change and has multiple ways to cope.



5

Describe a time where you had to adapt to some significant changes at work. How did you feel? How did you handle the change?



1

Feelings: Strong Dislike or Very Resistant. Weren't able to handle the change or needed significant help.



2

Feelings: Unfazed or Slightly Resistant. Handled the situation & change only impacted their work in a minor way.



3



4

Feelings: Excited or Comfortable. Handled the situation well and in a way that didn't interfere with their work.

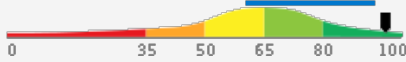


5

**Detail Interview Guide**

**Drive**

Score: 96



*Description:*

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.

*Interpretation:*

The candidate's score in this area should contribute to enhanced overall job performance.

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.

What are some of the things you do to ensure that you don't become overwhelmed when things get more challenging at work?



1

They don't have tools to ensure they don't become overwhelmed.



2

Acknowledges feeling overwhelmed but works hard to get through the challenge. However, the challenge impacts their job tasks.



3



4

Explains they don't get overwhelmed and they work hard to get through the challenge. Challenge doesn't impact their job tasks.



5

What would you say were some of the most difficult challenges about your last job? How were you able to cope with those challenges?



1

Description of challenge and how they cope shows that they struggle with complex tasks.



2

Describes a reasonable challenge. Shows ability to cope but doesn't demonstrate diligence.



3



4

Describes a reasonable challenge. Demonstrates effective coping skills that address using multiple resources to solve the challenge.



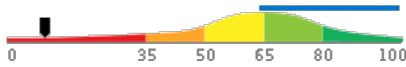
5

Detail

Interview Guide

**Integrity**

Score: 10



*Description:*

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.

*Interpretation:*

The candidate's score in this area indicates risk of a negative impact on performance for some jobs. Additional probing is strongly recommended.

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.

Describe an ideal person who has high integrity. What traits does that person have that set them apart?



1

The person: (1) does the right thing even under challenging circumstances



2

The person: (1) does the right thing even under challenging circumstances, (2) is honest OR has strong principles



3



4

The person: (1) does the right thing even under challenging circumstances, is (2) honest, and (3) has strong principles



5

Tell me about a time when a situation tested your integrity. How did you handle it?



1

Did not make an ethical decision.



2

Made an ethical decision but didn't elaborate much.



3



4

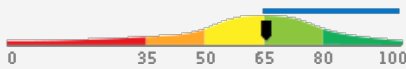
Made an ethical decision and showed a sense of self-control.



5

**Teamwork**

Score: 66



*Description:*

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.

*Interpretation:*

The candidate's score in this area should contribute to enhanced overall job performance.

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.

Describe a time when you were faced with a conflict while working on a team. How did you handle it?



1

They are unable to appropriately handle conflicting circumstances while working on a team.



2

They are able to handle conflicting circumstances by being a team player, showing empathy, OR problem solving as a group.



3



4

They are able to handle conflicting circumstances by being a team player, showing empathy, AND problem solving as a group.



5

Describe a time when you worked in a team. What was your role? How did you delegate tasks with the other team members?



1

They describe their role in a way that does not show significance. Delegation tactics were not efficient or helpful.



2

They describe their role in a way that doesn't show significance. Delegation tactics were efficient and helpful.



3



4

They describe their role in a way that shows significance. Delegation tactics were efficient and helpful.



5



## Emotional Intelligence Detail

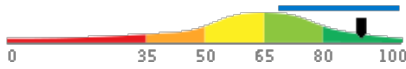
This section contains a list of emotional intelligence characteristics that indicate how tuned in a candidate is to his or her own emotions, and those of others, as well as the candidate's ability to control his or her behavior in light of the emotions he or she is experiencing. These traits can often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

### Detail

### Interview Guide

#### Empathy and Emotional Self-Control

Score: 90



##### Description:

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.

##### Interpretation:

The candidate's score in this area should contribute to enhanced overall job performance.

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.

Are you good at relating to the feelings of others? Can you give me an example of how this helped you navigate a difficult situation at work or at school?



1

Not able to sense how others feel. Unable to provide example.



2

Some ability to sense how others feel. Example shows some ability to use senses at work.



3



4

Able to relate to others and sense how they feel. Example shows can easily apply senses at work.



5

Describe a time when a coworker or customer was upset. How did you react?



1

Candidate was unprofessional. Didn't demonstrate sympathy or see the other person's point of view.



2

Candidate was professional and demonstrated sympathy, but was unable to see the other person's point of view.



3



4

The candidate remained calm & professional and demonstrated sympathy by seeing the other person's point of view.



5

## Behavioral History Detail

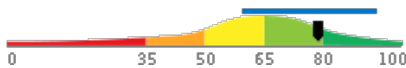
This section evaluates answers the candidate gave concerning his or her work-related history. Studies often show that a candidate's past behavior often indicates his or her future behavior. Potential caution areas (if any) are specified in each detail section.

### Detail

### Interview Guide

#### History Survey - Performance

Score: 79



##### Description:

Evaluates elements of the candidate's past work and education history to identify indications of high or low performance potential.

##### Interpretation:

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

Exhibits past behaviors and achievements that are likely to result in above average job performance.

Describe how your past performance makes you a good candidate for this job.



1

No examples or rationale given.



2

Weak connection between past and future.



3



4

Clear connection between past and future.



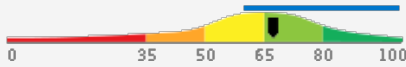
5

Detail

Interview Guide

**History Survey - Tenure**

Score: 67



*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 above average job performance.

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

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

- ★  
1
- ★  
2
- ★  
3
- ★  
4
- ★  
5

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

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

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

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

- ★  
1
- ★  
2
- ★  
3
- ★  
4
- ★  
5

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

Reasons seem justified but are more personally related not professional.

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

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

- ★  
1
- ★  
2
- ★  
3
- ★  
4
- ★  
5

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

Reasons are valid but are more personally related not professional.

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

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

- ★  
1
- ★  
2
- ★  
3
- ★  
4
- ★  
5

Many different reasons. Blames employer.

Circumstances for leaving generally credible or somewhat outside control.

Reasonable rationale or circumstances clearly outside control.

## 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.

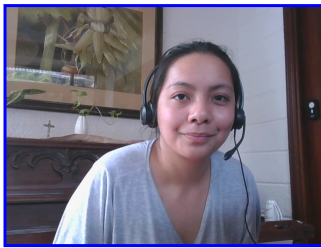
Writing Sample - Question	Response
Please write an essay describing the keys to creative writing.	<p>This is a sample essay. In a real test situation, the candidate or test taker would write an essay as a part of their assessment, in response to the question associated with this entry. All reports will 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%)



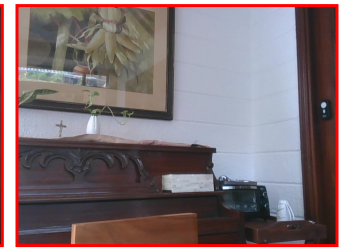
Pre/Post-Test Photo



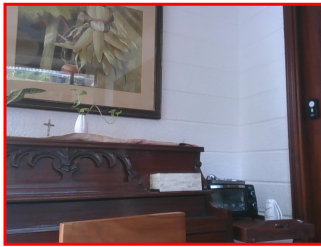
ID Photo



In-Test Error Detected (No Face Detected)



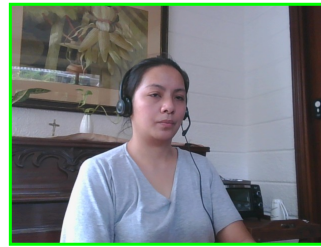
In-Test Error Detected (No Face Detected)



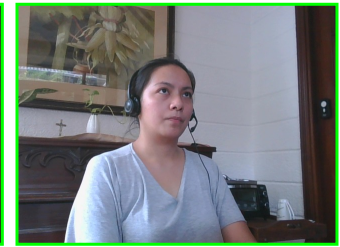
In-Test Error Detected (No Face Detected)



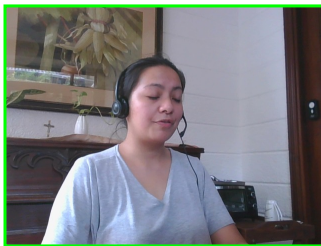
In-Test Photo



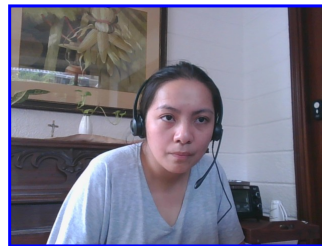
In-Test Photo



In-Test Photo



In-Test Photo



Pre/Post-Test Photo

## 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](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.
- 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: 26.3
- Sim ID: 9177-8, Key: 0-0, Rpt: 13, Prd: 3411, Created: 2025-05-17 10:04 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	78.6347	Z-Statistic	0.9090	5.9649
Analytical Thinking and Attention to Detail	86.4954	Z-Statistic	1.4330	38.8285
Customer Service Fundamentals	64.9740	Z-Statistic	-0.0017	14.1195
Drive	96.1268	Z-Statistic	2.0751	6.2931
Integrity	10.0000	Z-Statistic	-3.6667	6.7950
Empathy and Emotional Self-Control	90.0642	Z-Statistic	1.6709	7.0597
Teamwork	66.0222	Z-Statistic	0.0681	6.7757
Writing	98.6803	Z-Statistic	2.2454	0.0441
History Survey - Performance	79.2599	Z-Statistic	0.9507	7.0597
History Survey - Tenure	67.6669	Z-Statistic	0.1778	7.0597
Weighted Average of Competency Z-Scores:				0.6951
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				0.6951
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				75.4261

## Notes

(This area is intentionally blank - it's reserved as space for your notes.)