Test Results and Interview Guide
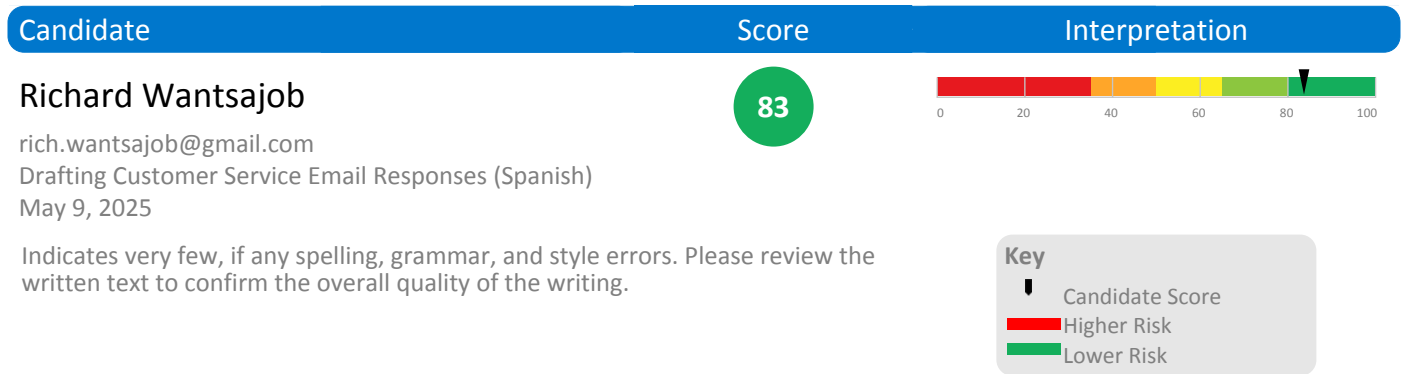
Candidate: **Richard Wantsajob**
Assessment: Drafting Customer Service Email Responses (Spanish)
Completed: May 9, 2025
Prepared for: Sara Maple
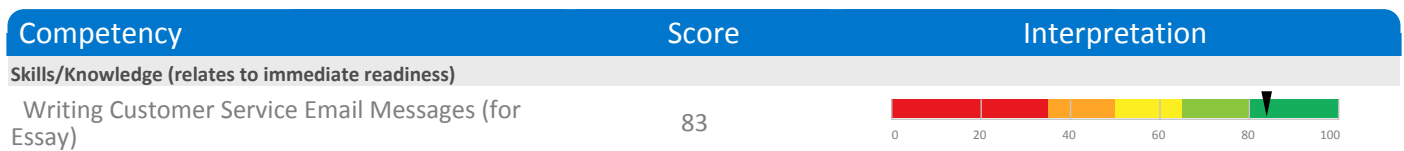   Example Company

What's Included

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

Important Note: The Drafting Customer Service Email Responses (Spanish) 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.
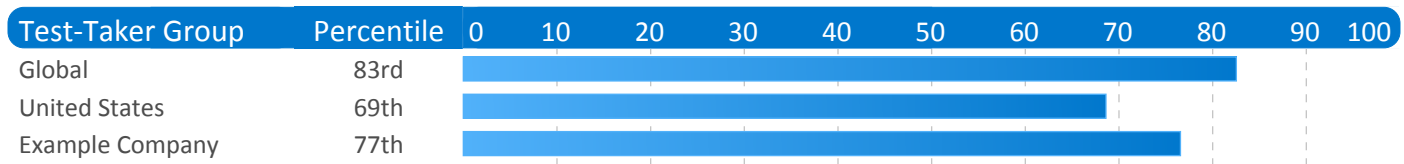
Overall

Candidate	Score	Interpretation
Richard Wantsajob rich.wantsajob@gmail.com Drafting Customer Service Email Responses (Spanish) May 9, 2025 Indicates very few, if any spelling, grammar, and style errors. Please review the written text to confirm the overall quality of the writing.	83	

Key
- Candidate Score
- Higher Risk
- Lower Risk

Competency Summary

Competency	Score	Interpretation
Skills/Knowledge (relates to immediate readiness)		
Writing Customer Service Email Messages (for Essay)	83	

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	83rd	
United States	69th	
Example Company	77th	

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Assessment Overview

This assessment provides scores derived from custom questions entered by a specific employer. Scores reflect the percent of questions that the candidate answered correctly.

Detail

Candidate:	**Richard Wantsajob,** rich.wantsajob@gmail.com
Assessment:	Drafting Customer Service Email Responses (Spanish)
Authorized:	May 9, 2025, by Sara Maple, Example Company, qamailsaram.mike@hravatar.com
Started:	May 9, 2025, 9:15:23AM EDT
Completed:	May 9, 2025, 9:15:23AM EDT
Overall Score:	83

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

Writing Customer Service Email Messages (for Essay)
Score: 83

0 — 20 — 40 — 60 — 80 — 100

Description:

The candidate is asked to write one or more essays which are evaluated for plagiarism, spelling, style, and grammar. A score of 0-100 for each essay is computed based on these values using normative data collected from previous test data.

Interpretation:

Superior writing skills can positively impact performance in many jobs.

The candidate scored 80 for this writing-oriented competency. This indicates solid written language skills. However, please note that the content quality and structure of the writing was not evaluated and should be reviewed.

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

Please see below to view the essay submitted.

Do you feel comfortable drafting email responses to customer service requests? How would you rate your writing ability?

☆	☆	☆	☆	☆
1	2	3	4	5
Not comfortable. Low confidence.		Average confidence and comfort.		Proud of writing ability.

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.	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. 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.

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.
- 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: 9431-2, Key: 0-0, Rpt: 68, Prd: 3975, Created: 2025-05-09 13:15 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 (%)
Writing Customer Service Email Messages (for Essay)	83.8896	Numeric Score	83.8896	100.0000
Weighted Average:				83.8896
Final Overall Score:				83

Notes

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