Test Results and Interview Guide

Candidate: **Richard Wantsajob**
Assessment: Listening for Selling Opportunities (Game-Based)
Completed: May 2, 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 Listening for Selling Opportunities (Game-Based) 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 Listening for Selling Opportunities (Game-Based) May 2, 2025 Consistent ability to reliably identify both needs and selling opportunities based on limited input from the customer.	**90**	

Key
- Candidate Score
- Higher Risk
- Lower Risk

Competency Summary

Competency	Score	Interpretation
Skills/Knowledge (relates to immediate readiness)		
Listening for Sales Opportunities	88	
Sensing Customer Needs	92	

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	
Global	90th	
United States	75th	
Example Company	83rd	

hr|avatar
Illuminating Talent

Detail

Candidate:	**Richard Wantsajob,** rich.wantsajob@gmail.com
Assessment:	Listening for Selling Opportunities (Game-Based)
Authorized:	May 2, 2025, by Sara Maple, Example Company, qamailsaram.mike@hravatar.com
Started:	May 2, 2025, 1:25:49AM EDT
Completed:	May 2, 2025, 1:25:49AM EDT
Overall Score:	90

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

Listening for Sales Opportunities
Score: 88

0 20 40 60 80 100

Description:
Measures the ability of the candidate to understand what a customer may be willing to purchase in the near future based exclusively on listening to limited statements and input from inbound callers.

Interpretation:
Candidate should achieve superior job performance in this area with little or no training.

Significantly above-average ability to identify near-term sales opportunities through listening.

What are some techniques you can employ to quickly determine what a customer might be willing to purchase if it was offered to them in a convenient way?

⭐ 1 — Unable to desribe any useful techniques.
⭐ 2
⭐ 3 — One or two valid techniques.
⭐ 4
⭐ 5 — Multiple useful techniques mentioned.

Talk about a time when you had to carefully listen to someone to understand what they were really saying. How did you ultimately figure out what they wanted?

⭐ 1 — Irrelevant example. Lacked confidence.
⭐ 2
⭐ 3 — Average example. Some confidence.
⭐ 4
⭐ 5 — Clear, confident example that demonstrates careful listening.

Detail

Interview Guide

Sensing Customer Needs

Score: 92

| 0 | 20 | 40 | 60 | 80 | 100 |

Description:

Measures the ability of the candidate to discern the wants and needs of inbound callers based only on listening to one or more short statements from the caller.

Interpretation:

Candidate should achieve superior job performance in this area with little or no training.

Significantly above-average ability to identify needs based on limited input from a caller.

What are some techniques you can use to determine what a customer really needs?

☆ 1
Unable to articulate any valid techniques with confidence

☆ 2

☆ 3
Describes one or two valid techniques

☆ 4

☆ 5
Describes multiple techniques (listening, probing, waiting)

Describe a time when your job required you to help other people solve their problems. How did you perform in that role? Did you enjoy it?

☆ 1
Unable to describe a relevant role. Struggled with duties.

☆ 2

☆ 3
Partially relevant example. Average performance. Moderate interest.

☆ 4

☆ 5
Clear description of customer service role. Positive performance and interest.

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: 15765-1, Key: 0-0, Rpt: 68, Prd: 5301, Created: 2025-05-02 05:25 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 (%)
Listening for Sales Opportunities	88.5370	Z-Statistic	1.5691	50.0000
Sensing Customer Needs	92.9047	Z-Statistic	1.8603	50.0000
Weighted Average of Competency Z-Scores:				1.7147
Mean applied to Raw Weighted Avg:				0.0000
Standard Deviation applied to Raw Weighted Avg:				1.0000
Normalized Raw Score:				1.7147
Mean:				65.0000
Standard Deviation Used:				15.0000
Final Overall Score:				90.7209

Notes

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