

Candidate: **Betty Penske**  
Assessment: Virtual Video Screen (Customer Service)  
Completed: April 28, 2024  
Prepared for: Susan Bookman  
HR Avatar Data Collection Account

## Test Results and Interview Guide

The Virtual Video Screen (Customer Service) assessment collects audio or video responses to specific questions. Various types of analysis may be conducted on the recorded responses depending on the test configuration. Results may include both qualitative and quantitative scores and transcriptions. 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	Interpretation
<p><b>Betty Penske</b></p> <p>bettypenske@yourcompany.org Virtual Video Screen (Customer Service) April 28, 2024</p>	<p>0 20 40 60 80 100</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p><b>Key</b></p> <ul style="list-style-type: none"> <li>▼ Candidate Score</li> <li>Higher Risk</li> <li>Lower Risk</li> <li>Custom Baseline (Optional)</li> </ul> </div>

## 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	95th												
United States	78th												
HR Avatar Data	87th												

## Detail

Candidate: **Betty Penske**, bettypenske@yourcompany.org  
 Assessment: Virtual Video Screen (Customer Service)  
 Authorized: April 28, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz  
 Started: April 28, 2024, 3:13:00PM EST  
 Completed: April 28, 2024, 3:13:00PM EST

## Audio/Video Responses

During the assessment, the candidate was asked to answer open-ended answer to one or more questions by either audio or video. If the candidate did not have the ability to upload audio or video they were asked to write their responses. The text of their responses as well as any included analysis of their speaking or text is provided below. Additionally, you can click on the links below (or cut and past into a web browser) to view or listen to their response directly.

Question	Response
<p>Please describe something you like to do during your free time.</p>	<p>Hello, my name is Sandy. Something that I like to do during my free time is play music. I think it is a great escape. I think it's very relaxing. I think it helps grow your mind as you age. Uh, everyone in my family plays music. So it's a highlight of my day if I get to pick up an instrument and play as well as sing, whether that be in the car or at home. I also like to spend a lot of time with family and friends. They're very important to me. They support me a lot. So spending time with them provides me with a lot of happiness.</p> <div style="display: flex; align-items: center; margin-top: 10px;">  <p>View this video recording:</p> </div>
<p>Talk about yourself. Start with your name, then add whatever you want.</p>	<p>Oh, goodness, where to start. There's a lot that I could say about myself. I feel what's more important to this interview is my education. Um, I had my undergraduate in psychology, just a bachelor's in science and then moving on to my master's degree. I have a master's in science, in industrial organizational psychology. Uh, a lot of my free time is spent with friends and family. I love to play sports. I love musical instruments. I love going on adventures. I love staying healthy when I can as well, both mentally and physically. And I would say that's, that's the best start to me. Oh, I also have a dog. His name is Sammy and he is an absolute sweetie. He is my life.</p> <div style="display: flex; align-items: center; margin-top: 10px;">  <p>View this video recording:</p> </div>
<p>What are your biggest strengths and weaknesses?</p>	<p>So to start with my biggest strengths, I would say I have a lot of leadership skills. I have been in leadership positions all of my life, even from elementary school, moving all the way through college and even now in the workplace, uh I love, you know, leading others and, and having that role, I'm a very strong communicator. I believe communication is very um a lot of my peers and coworkers have, have talked about that as well that I'm very, I'm almost an over communicator not to bleed too much into the weaknesses, but I am very high on the communication side. I'm very creative. I, I have had creativity throughout my life with, with music and art. Um and that has bled into uh psychology as well. I am very good with time management. I'm very organized, it comes with the, the position as well. Uh I'm very curious, I love growing my, my learning ability as far as weaknesses. I, I could say in part that over communication could be a weakness. I notice that sometimes in emails, my emails are, are very lengthy for certain things because I feel that I have to over communicate to make sure that everything is clear to all different types of parties as well as a weakness being that I always put my health first before my job. So if necessary, if needed, I put my health and the health of my closest family members first.</p> <div style="display: flex; align-items: center; margin-top: 10px;">  <p>View this video recording:</p> </div>

Question	Response
<p>How does your experience relate to the job you are applying for?</p>	<p>Both my job experience and my education experience relate to the job that I'm applying for. I have had over five years of job experience directly related to the same task expected on this job. And my degrees, both my bachelor's and my master's applied directly to the job that I'm applying for.</p> <div data-bbox="711 342 870 464" style="display: inline-block; vertical-align: middle;">  </div> <p style="display: inline-block; vertical-align: middle; margin-left: 20px;">View this video recording:</p>
<p>Why do you think you would succeed in the job you are applying for?</p>	<p>I believe that I will succeed in this job because of my education and my job experience previously talked about in the last question. Um that and just my dedication to what this company stands for. I, I really do believe in this company. I think that I am a good fit for what is being asked of me. And I think that I will also be able to expand the scope of the job even further, hopefully helping the company more than it has already been helped.</p> <div data-bbox="711 680 870 802" style="display: inline-block; vertical-align: middle;">  </div> <p style="display: inline-block; vertical-align: middle; margin-left: 20px;">View this video recording:</p>
<p>What would your most recent or current manager say about your performance?</p>	<p>My current manager would say that I have pretty high level performance more likely in the top 5% of the people in our current company. I remember in my last annual review with him, uh He mentioned that my only fault was that I was too organized, um almost intimidatingly. So, um so I believe that my manager would say that my performance is really good. Um We haven't had any issues in the past um recent managers before that would say the same. I've always gone above and beyond with my performance as doing more of what was asked of me.</p> <div data-bbox="711 1043 870 1165" style="display: inline-block; vertical-align: middle;">  </div> <p style="display: inline-block; vertical-align: middle; margin-left: 20px;">View this video recording:</p>
<p>Talk about where you see yourself five years from now.</p>	<p>I plan on continue working in my field. Hopefully at a more senior level, more gained experience, more leadership responsibility, maybe even going to a few conferences, maybe speaking at conferences. I I plan to really hone in on this field and take it above and beyond. Um and hopefully be working for your company.</p> <div data-bbox="711 1335 870 1457" style="display: inline-block; vertical-align: middle;">  </div> <p style="display: inline-block; vertical-align: middle; margin-left: 20px;">View this video recording:</p>
<p>Why is the human resources function so critical to most organizations?</p>	<p>Human resources is critical for many reasons. Uh It provides structured methods to address and resolve conflicts within the workplace. It creates a harmonious work environment. It maximizes employee productivity in some cases and overall, it protects the company uh with any issues that may arise within the workforce.</p> <div data-bbox="711 1625 870 1747" style="display: inline-block; vertical-align: middle;">  </div> <p style="display: inline-block; vertical-align: middle; margin-left: 20px;">View this video recording:</p>

Question	Response
<p>How did you develop your human resources knowledge and how do you keep it up-to-date?</p>	<p>I initially developed my human resources knowledge by going to school in the fields that I went through. Um As far as keeping it up to date, I am a part of many newsletters. I keep up to date with all the laws and changes, with hiring and, and development and training, as well as attending conferences and being a part of newsletters.</p> <div data-bbox="708 367 867 485" data-label="Image"> </div> <p data-bbox="911 405 1166 430">View this video recording:</p>
<p>Is there anything you want to tell the company that you haven't had a chance to say yet?</p>	<p>I am just very excited for this opportunity. I hope I get moved to the next step so I can get to know you all a little bit better if an assessment is given, I can't wait to take it to show you my level of skills. And um that is it.</p> <div data-bbox="708 632 867 749" data-label="Image"> </div> <p data-bbox="911 669 1166 695">View this video recording:</p>

## Voice Analysis Information

Spoken voice samples are processed through an artificial intelligence-based algorithm to determine how the speakers voice and speaking style is perceived by others. The following statistics and ratings were collected as part of this analysis and these were used in calculating the related competency scores.

Voice Analysis Info used in scoring: Interview Questions				
<b>General Speaking Features</b>				
Strength of Opening	37	Weak		Strong
Clarity	90	Muffled		Clear
Pace	Good	Too Slow		Too Fast
Pause to Talk Ratio	Too Little	Too Few/Short		Too Many/Long
<b>Variety Features</b>				
Volume Variety	Very Good	Too Little		Too Much
Pace Variety	Very Good	Too Little		Too Much
Pitch Variety	Too Little	Too Little		Too Much
<b>Positive Vibes</b>				
Assertive	37	Low		High (good)
Authentic	50	Low		High (good)
Captivating	34	Low		High (good)
Clear	49	Low		High (good)
Confident	44	Low		High (good)
Energetic	41	Low		High (good)
Organized	46	Low		High (good)
Personable	47	Low		High (good)
Persuasive	37	Low		High (good)
<b>Negative Vibes</b>				
Arrogant	14	Low (good)		High
Belligerent	14	Low (good)		High
Boring	49	Low (good)		High
Condescending	13	Low (good)		High
Confusing	33	Low (good)		High
Detached	40	Low (good)		High
Ditsy	22	Low (good)		High
Nervous	35	Low (good)		High
Pushy	16	Low (good)		High
Timid	32	Low (good)		High
Unapproachable	29	Low (good)		High

HR Avatar Use Only: Sim ID: 14600-3, Key: 0-0, Rpt: 69, Prd: 5406, Created: 2024-04-28 20:13 UTC  
User-Agent: 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 (%)
Interview Questions	95.3791	Numeric Score	95.3791	100.0000
Weighted Average:				95.3791
Final Overall Score:				95

## Notes

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