

# Test Results and Interview Guide

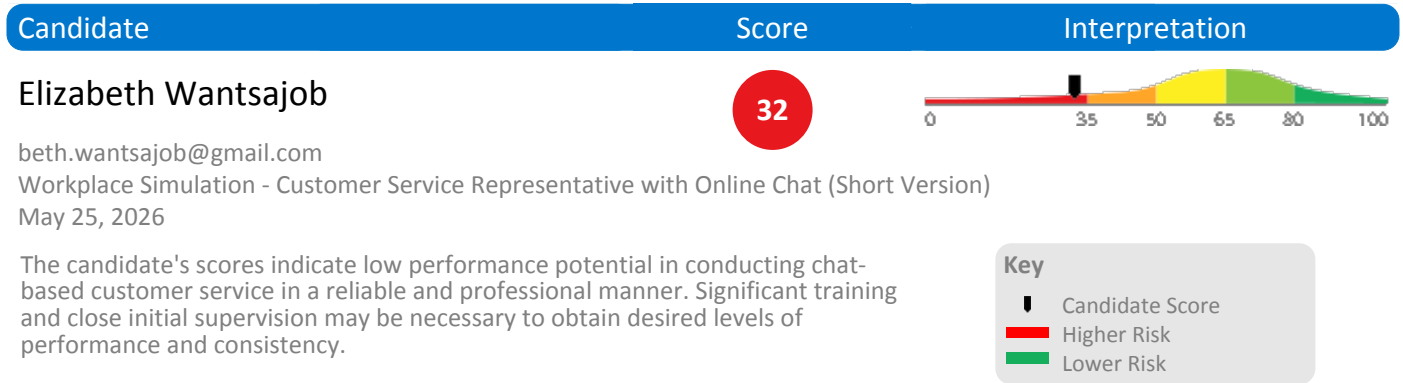
Candidate: **Elizabeth Wantsajob**  
Assessment: Workplace Simulation - Customer Service Representative with Online Chat (Short Version)  
Completed: May 25, 2026  
Prepared for: Sara Maple  
Example Company

## What's Included

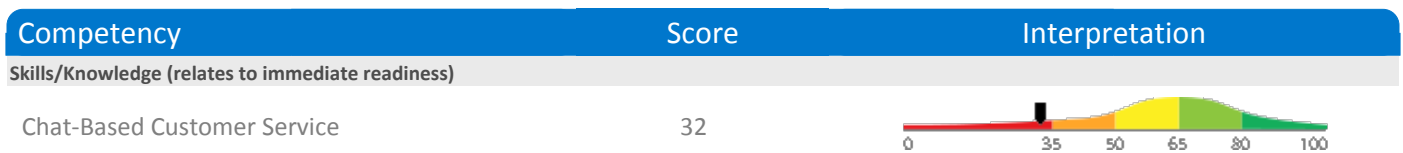
- Overall Score
- Competency Summary Table
- Comparison Matrix
- Detailed Competency Results with Interview Guide

**Important Note:** The Workplace Simulation - Customer Service Representative with Online Chat (Short Version) 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

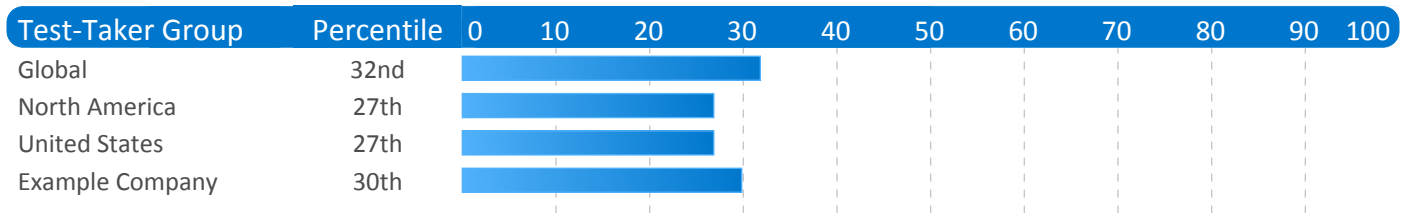


## Competency Summary



## 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.



## Detail

Candidate: Elizabeth Wantsajob, beth.wantsajob@gmail.com  
 Assessment: Workplace Simulation - Customer Service Representative with Online Chat (Short Version)  
 Authorized: May 25, 2026, by Sara Maple, Example Company, qamailsaram.mike@hravatar.com  
 Started: May 25, 2026, 8:12:04PM EDT  
 Completed: May 25, 2026, 8:12:04PM EDT  
 Overall Score: 32

## Knowledge and Skills Detail

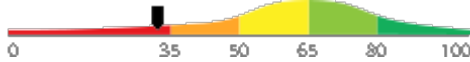
This section contains a list of job-related knowledge areas and skills that have been evaluated. Low scores in these areas often indicate that additional learning may be required before top performance can be achieved.

### Detail

### Interview Guide

#### Chat-Based Customer Service

Score: 32



#### Description:

An overall evaluation of the candidate's ability to deliver chat-based customer service in a reliable and professional manner.

#### Interpretation:

Candidate may require significant training in this area in order to achieve satisfactory job performance. Additional probing is strongly recommended.

Demonstrates weak level of ability to deliver chat-based customer service in a reliable and professional manner. Significant training and supervision may be necessary to achieve desired proficiency.

#### Results by Topic for Chat-Based Customer Service

Following Policies and Procedures:	23 of 100
Rapport and Empathy:	76 of 100
Spelling and Grammar:	55 of 100

Please describe a time where you had to serve a customer or client via chat. How did it go? How did you do?



1

Didn't enjoy chat mode or helping customer



2

Ambivalent to chat mode and customer support



3



4

Enjoyed chat-based mode and helping customer



5

Continued on next page.

Make Doctors Appointment Scenario C

Hello. Is anyone there?

Hi, can you help me?

Hi my name is Lorraine, how can I help you today (33.0 seconds)

My name is Kim Nash.

Hi Kim, how can I help you today? (33.8 seconds)

I think I need to come in and see a doctor.

I'm happy to help you with that (22.6 seconds)

Thank you.

Which Doctor would you like to see (16.4 seconds)

Dr. Eckert.

Tomorrow at 2:00PM I have an appt (11.8 seconds)

I don't understand. Can you please just help me make an appointment for tomorrow afternoon?

Are you a new or existing patient? (32.4 seconds)

I don't understand. Can you please just help me make an appointment for tomorrow afternoon?

Tomorrow at 2:00PM I have an appt (24.4 seconds)

I don't understand. Can you please just help me make an appointment for tomorrow afternoon?

I have an appointment 3/23 at 2:00pm (47.6 seconds)

That would be perfect.

Are you a new or existing patient? (38.0 seconds)

I am a new patient.

what is the reason for your visit ? (30.0 seconds)

I have been experiencing sharp pains in my lower back.

Do you need the address? (62.6 seconds)

I don't understand what you are saying or asking for. Can you say it again in a different way?

Do you need the address to the office (19.9 seconds)

I have your address and know how to get there.

Would you like a reminder call ? (33.5 seconds)

Yes please.

Great I have set up a reminder call for you (20.3 seconds)

Yes please.

i have you all set to see Dr Eckert 3/23 at 2pm (39.2 seconds)

Thank you.

please remember to bring your insurance card (15.1 seconds)

Thank you. Good bye.

## Resume or CV

[Summary](#)[Updated on](#)

Motivated career professional with extensive experience in office administration and management. Proven track record of improving efficiency, reducing costs, and enhancing office operations through strategic initiatives and technology implementation.

### Objective

I am seeking a role where I can use my many skills and my exceptional judgment and empathy for customers to make a difference to a growing company.

### Education

- Associate of Applied Science in Office Administration, Portland Community College, 2020

### Experience

- General Office Clerk, Paramount Office Management, 09/2023 – Present
- Administrative Assistant, Global Enterprises Inc., 04/2021 – 08/2023
- Administrative Assistant, Innovative Business Solutions Ltd., 07/2019 – 03/2021

### Other Qualifications

- Microsoft Office Specialist (MOS) Certification
- Certified Administrative Professional (CAP)
- International Association of Administrative Professionals (IAAP) Certification

## 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.
- Sim ID: 20427-1, Key: 0-0, Rpt: 68, Prd: 9515, Created: 2026-05-25 20:12 EDT
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko

## Notes

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