



**STRICTLY CONFIDENTIAL
CALL CENTRE ASSESSMENT REPORT**

The purpose of the assessment has been to provide further information to
assist with the recruitment of:

Mr. Sam Sample

On: Monday, 27th of March 2006

Prepared By:

Psych Press
Level 4, 398 Lonsdale Street
MELBOURNE VIC 3000
Ph: (03) 9670 0590
www.psychpress.com

Please direct queries to Daniel Fruchter,

Senior Psychologist

Psych Press, Level 4, 398 Lonsdale Street Melbourne VIC 3000 AUSTRALIA,

Telephone +61 3 9670 0590 - Facsimile +61 3 9642 3577

Email: info@psychpress.com.au Website: www.psychpress.com

Confidentiality

This highly confidential document is provided to the client on the candidate named on the cover sheet on the basis that the need for this confidentiality is recognised, accepted and that such confidentiality will be strictly maintained.

It should therefore only be read by staff specifically involved with the selection, promotion or development of the person named, and stored securely with minimum access.

Should a report be required at a later date, it can be obtained without further cost, from PsychPress archives.

Objectives

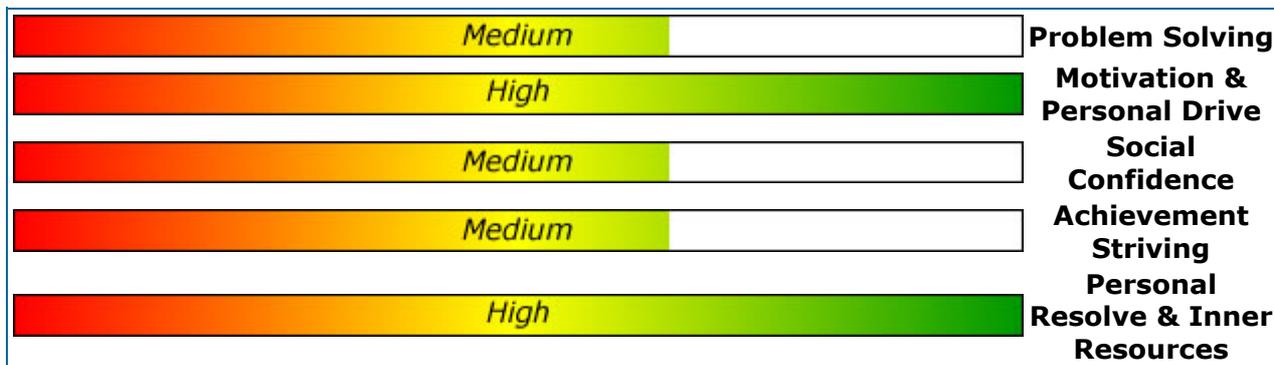
The report on the candidate's capabilities has been done based on several assessment materials used to provide objective information about the competencies which might be required for the specific position.

**Cross validation of
Outcomes**

This report provides objective information on candidate's capabilities. We recommend supplementing it with other information obtained from other sources like interviews or other reports.

The following report has been based on a scientifically validated profile, providing elements of insight or understanding into Mr. Sample's behavioural style. The profile is intended to provide you with a point of reference from which you can objectively assess Ms. Sample's suitability for a call centre role.

1. Call Centre Core Competencies' Scores



Overall Suitability for a Call Centre Role (CCS)

Based on the results, Ms. Sample's overall fit for a call centre role is **Medium** with a CCS score at the **59 Percentile**.



2. Scales Interpretation

Problem Solving Skills

This scale reflects Ms. Sample's level of comfort in taking independent initiatives; integrate complex and sometimes conflicting information to solve customers' problems or requests.

High Scorers

Scores above the 67th percentile on this scale describe a person that is likely to be perceived as inventive and resourceful when interacting with customers and team members.

Low Scorers

Scores below the 33rd percentile on this scale describe a person that is more likely to seek input from others in an effort to deal with customers' problems.

Motivation & Personal Drive

This scale score is intended to represent Ms. Sample's inner drive, commitment to achieve successful outcomes and sense of work-optimism in a call centre role.

High Scorers

Scores above the 67th percentile on this scale indicates a person whose motivation or inner drive is exceptionally strong. His or her level of motivation is likely to be seen in a call centre environment.

Low Scorers

Scores below the 33rd percentile on this scale indicates a person who is more likely to leave things to chance, may lack the energy and stamina to pursue outcomes and will probably be perceived as casual in their approach.

Social Confidence

This scale score is intended to represent Ms. Sample's level of comfort and confidence to engage in interactions with customers and team members in a call centre role.

High Scorers

Scores above the 67th percentile on this scale indicates a person who feels self-assured and confident in every social setting, finds it easy to start conversations with new people, is quick to express their opinions and is likely to be good at 'making small talk' and 'bringing others out of their shell'.

Low Scorers

Scores below the 33rd percentile on this scale indicates a person who feels uncomfortable starting a conversation with new people and tend not to speak up and express their opinions when interacting with others.

Achievement Striving

This scale score reflects Ms. Sample's ability to follow through and complete tasks and to achieve specific goals. It is also related to the amount of interest that a person has in call centre work.

High Scorers

Scores above the 67th percentile on this scale indicates a person who is likely to respond well to having specific targets and will be motivated by having clear goals. This person is also likely to have strong internal desire to achieve successful outcomes and will appear ambitious and perhaps competitive. This person can be a team player if the desired goal requires team effort.

Low Scorers

Scores below the 33rd percentile on this scale indicates a person who is likely to work with an unstructured approach and may be easily distracted resulting in a lack of task completion. This person may also lack internal energy to achieve goals and do not have the drive to achieve goals.

Personal Resolve & Inner Resources

This scale score reflects Ms. Sample's work-related inner resources that he or she brings to the call centre work environment. This scale score describes the person's ability to remain calm and unworried in the face of stress, effectively cope with frustration encountered in completing tasks or in conflict-laden situations and the level of confidence in ones ability to overcome any challenges in the call centre environment.

High Scorers

Scores above the 67th percentile on this scale indicates a person who will generally have confidence in their abilities and are likely to be emotionally robust. This person is self-assured and confident, not troubled about their sense of competence. This person can effectively cope with frustration encountered during work related tasks performance and will remain calm and free of tension in the face of call centre related stress.

Low Scorers

Scores below the 33rd percentile on this scale indicates a person who is more vulnerable to knock-backs and criticisms and is likely to need some support from others to cope with frustration encountered in completing tasks. This person tends to worry more in the face of stress, especially regarding their own ability to perform to expected standards.

General Information for Interpreting Report findings:

OBJECTIVE INFORMATION	This report provides objective information on the candidate's abilities.
EDUCATED DECISION MAKING	The candidate's performance is compared with a relevant population group to assist in achieving effective Human Capital decision making.
INTERPRETING RESULTS	The results are presented in terms of a percentile (%) score for each test administered. A percentile is a score equal to or below which a certain percentage of the members of a selected sample group fall. Percentile scores can be misleading if small differences between individuals' scores are interpreted as implying significant differences in work performance.
POPULATION NORMS	Candidate's specific scores can be compared to a relevant Australian adult sample as a reference group or to a relevant sample from ones organisation.
SCORE RANGES	PsychPress uses a basic score range for ability percentile scores: 67th – 99th percentile – Superior/High performance 34th - 66th percentile – Average/Moderate performance 1st - 33rd percentile – Low performance