

Test Name: CALL CENTER - CUSTOMER SERVICE

Candidate	Test Date	Test Time	Test Duration	Overall Score	Grade
SAMPLE, JOAN	03/07/01	17:07	2 minute(s)	69	N/A
JONES, WILLIAM	03/07/01	16:57	2 minute(s)	56	N/A
BROWN, MARY	03/09/01	10:13	2 minute(s)	56	N/A
SMITH, SALLY	03/07/01	16:29	6 minute(s)	31	N/A

Test Statistical Information

Total Local Test Takers	4
Total Test Takers for Total Norm Score	N/A
Local Average Score	53%
Total Average Score	N/A
Local Highest Score	69%
Local Lowest Score	31%
Local Average Test Length (min:second)	3:00

Question Analysis**Question****Local Correct %**

1. Customer Service: Accepting Responsibility	100%
2. Customer Service: Bad Treatment	0%
3. Customer Service: Bad Word-of-Mouth	50%
4. Customer Service: Cost New vs. Old	25%
5. Customer Service: Customer Error	100%
6. Customer Service: Ending Calls	100%
7. Customer Service: Active Listening	25%
8. Customer Service: Lost Customers	0%
9. Customer Service: Misread Directions	100%
10. Customer Service: Problem Follow-Up	100%
11. Customer Service: % Who Complain	0%
12. Customer Service: Late Shipment	0%
13. Customer Service: Product Delays	100%
14. Customer Service: Regretting Error	100%
15. Customer Service: Shifting Blame	100%
16. Customer Service: Threats	67%

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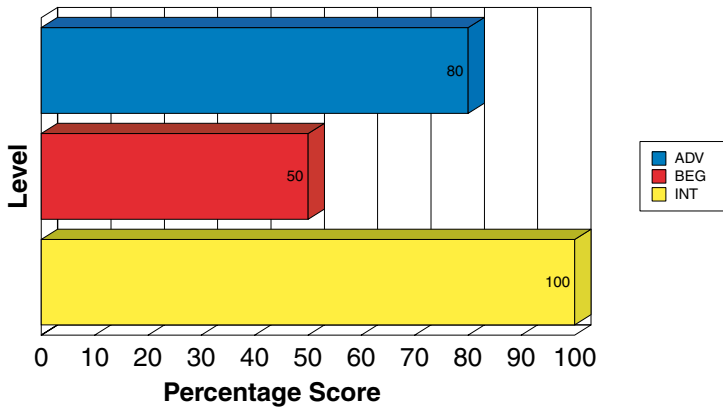
Candidate	Test Date	Test Time	Test Duration	Overall Score	Grade
BROWN, MARY	03/09/01	10:13	2 minute(s)	56	N/A
SAMPLE, JOAN	03/07/01	17:07	2 minute(s)	69	N/A
JONES, WILLIAM	03/07/01	16:57	2 minute(s)	56	N/A
SMITH, SALLY	03/07/01	16:29	6 minute(s)	31	N/A

Candidate Test Report - WILLIAM JONES - CHECKING - NAMES

Candidate: WILLIAM JONES
Candidate ID: 654321

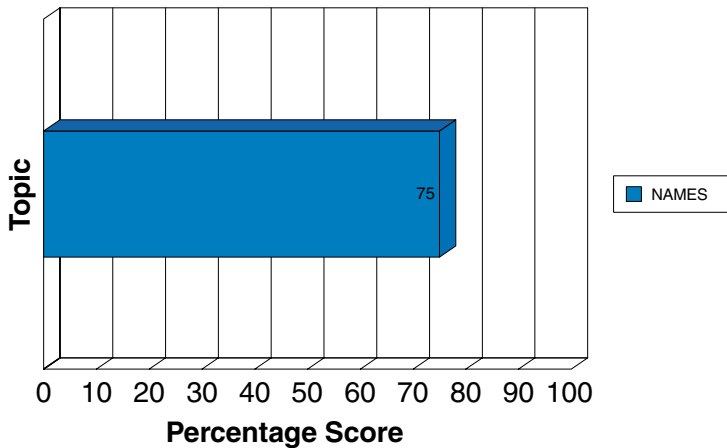
Date of Test: 03/07/01
Time of Test: 16:41
Test Duration: 2 minute(s)
Overall Score: 75% (15/20)
Grade: N/A

Scores by Level



LEVEL	SCORE
BEGINNER	50% (4/8)
INTERMEDIATE	100% (7/7)
ADVANCED	80% (4/5)

Scores by Topic



TOPIC	SCORE
NAMES	75% (15/20)

Test Name: WORD 97 - BASIC SKILLS**Candidate**

SAMPLE, JOAN
BROWN, MARY
SMITH, SALLY
JONES, WILLIAM

Test Date**Test Time****Test Duration****Overall Score****Grade**

03/07/01	17:10	7 minute(s)	90	N/A
03/09/01	10:17	7 minute(s)	87	N/A
03/01/01	17:12	7 minute(s)	77	N/A
03/07/01	16:42	8 minute(s)	67	N/A

Test Statistical Information

Total Local Test Takers	4
Total Test Takers for Total Norm Score	N/A
Local Average Score	80%
Total Average Score	N/A
Local Highest Score	90%
Local Lowest Score	67%
Local Average Test Length (min:second)	7:00

Candidate Test Report - JOAN SAMPLE

Candidate: JOAN SAMPLE**Candidate ID** 24680**Standard Tests**

Test Name	Test Date	Test Time	Test Duration	Overall Score %	Grade
CALL CENTER - CUSTOMER SERVICE	03/07/01	17:07	2 minute(s)	69	N/A
CHECKING - NAMES	03/07/01	17:08	2 minute(s)	95	N/A
CALL CENTER - CUSTOMER SERVICE	03/07/01	17:10	2 minute(s)	90	N/A

Candidate Test Report - MARY BROWN

Candidate: MARY BROWN**Candidate ID** 234567**Standard Tests**

Test Name	Test Date	Test Time	Test Duration	Overall Score %	Grade
WORD 97 - BASIC SKILLS	03/09/01	10:17	7 minute(s)	87	N/A
CALL CENTER - CUSTOMER SERVICE	03/09/01	10:13	2 minute(s)	95	N/A
CHECKING - NAMES	03/09/01	10:15	2 minute(s)	100	N/A

Candidate Test Report -SALLY SMITH - WORD 97 - BASIC SKILLS

Candidate: SALLY SMITH
Candidate ID: 123456

Date of Test: 03/01/01
Time of Test: 17:12
Test Duration: 7 minute(s)
Overall Score: 77% (23/30)
Grade: N/A

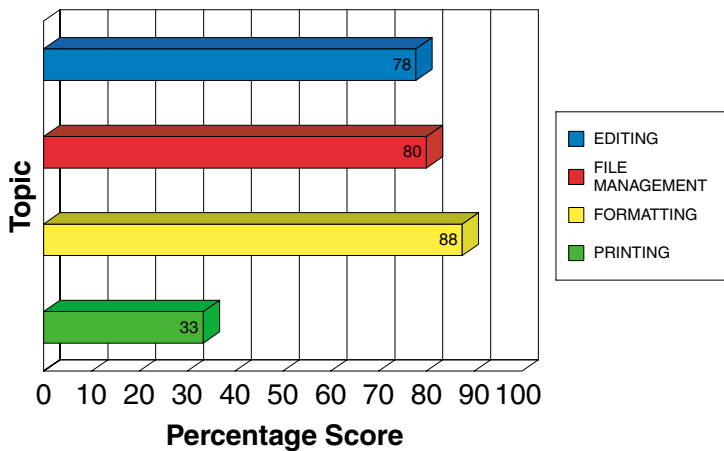
Productivity Analysis

Productivity: Medium

Analysis :

When given the opportunity to perform a software task using a shortcut key, or other efficient method, this candidate utilized these productivity shortcuts an average number of times. Keep in mind that use of shortcut keys is only one measurement of a person's productivity. To obtain a more accurate assessment of a candidate's productivity, we recommend the candidate be given the Software Productivity test included with your system.

Scores by Topic



TOPIC	SCORE
EDITING	78% (7/9)
FILE MANAGEMENT	80% (8/10)
FORMATTING	88% (7/8)
PRINTING	33% (1/3)