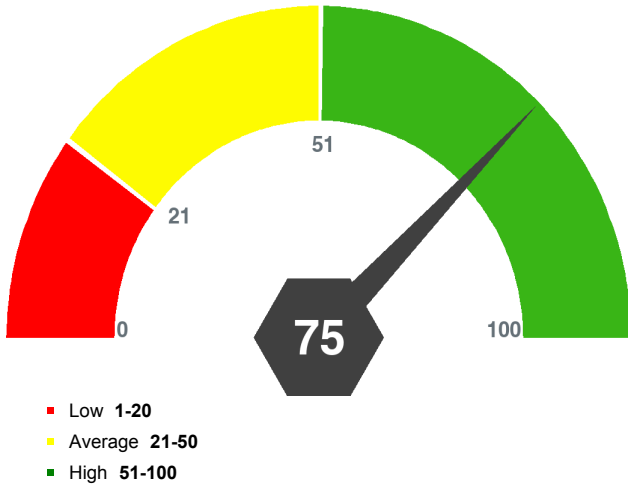


# Multichat Basic Customer Service Skills

Report Name Emma Sample  
Email/ID 123  
Date 02/08/2022  
Test Version 1.0  
eTicket number 8227783566123898525  
Issued to TEST\_ADMIN  
Time 11:10:00  
Time Taken 00:14:00

## Performance Overview



The overall assessment score is a combination of scores from each of the competency scales on this assessment. This overall score provides an indication of an individual's overall ability and fit for the target role.

## Performance Analysis

Test Competencies  
Percentile Performance Compared to Other Test Takers

### ATTENTION



### COURTESY



### EFFECTIVENESS



### JUDGMENT



### UPSET CUSTOMER



## **COMPETENCY DEFINITIONS**

### **ATTENTION**

Attention measures an applicant's ability to capture which details are most important across various scenarios and retain those details. This includes the applicant's ability to recall information at a future time without being distracted by similar, but incorrect information.

### **COURTESY**

Courtesy measures an applicant's ability to be mindful of the relationship between employee and customer as well as their ability to remain polite and of positive attitude while interacting within various sensitive situations.

### **EFFECTIVENESS**

Effectiveness measures an applicant's ability to solve problems in a timely manner, understand the true nature of the problem at hand, and come to an ideal solution while maintaining excellent customer service.

### **JUDGMENT**

Judgment measures an applicant's ability to make educated decisions on complex issues that are common in a customer service environment. Additionally, judgment measures an applicant's ability to display integrity in their decision making while prioritizing clarity in their communication with customers.

### **UPSET CUSTOMER**

Upset Customer measures an applicant's ability to defuse tense situations in which customers display irritation, hostility, and other challenging emotions while also seeking to solve the issue presented in a way that respects the customer's feelings.