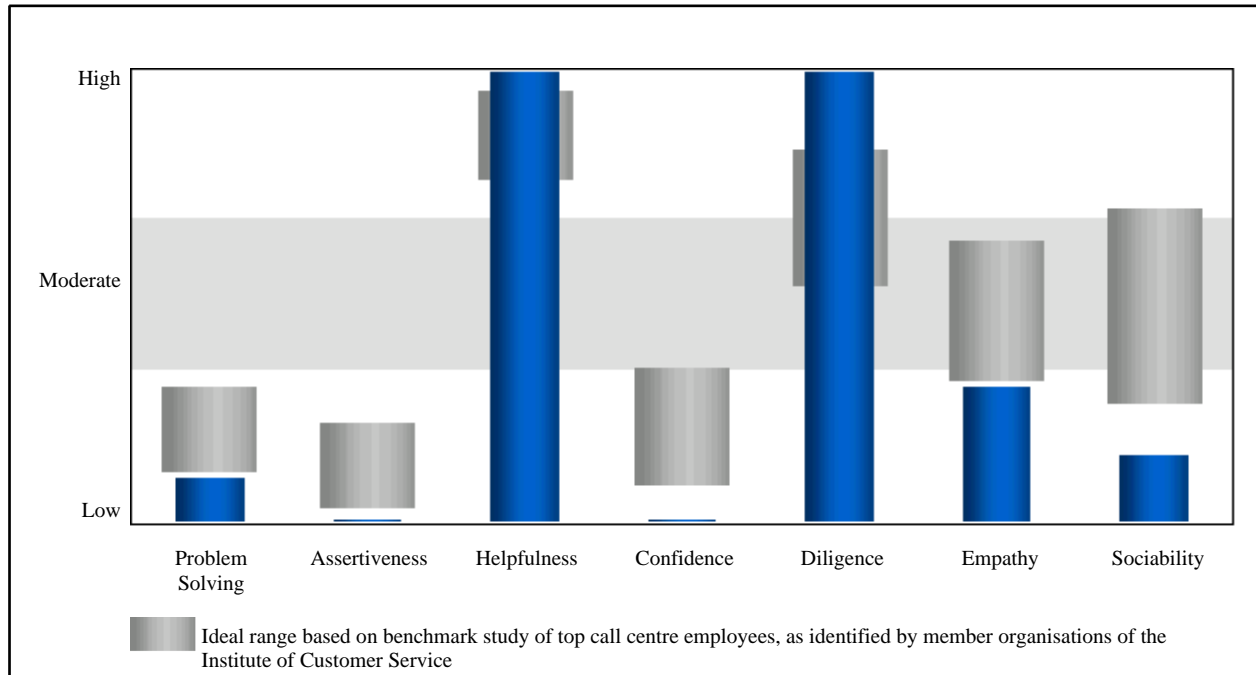


**Mr. John Inbound**



*The Caliper First Step for In-Bound Call Centre measures a candidate's potential for success in a customer focused call centre role. Each individual is rated on seven key attributes, and compared to top performers in an in-bound call centre role.*

**Problem Solving**

Since he scored in the low range on problem solving ability, John should be able to deal with the customer service issues for which he has been appropriately trained. He would probably operate best in situations where problems are straightforward and solutions are widely known and accepted. By using a well-defined approach, he should be capable of resolving most customer concerns.

**Assertiveness**

John scored low on assertiveness, suggesting that he would respond succinctly to requests for assistance, without embellishing or providing unnecessary information. When dealing with customers, he is likely to remain within the parameters of the organisation's expectations.

**Helpfulness**

His high score on helpfulness suggests that assisting others and gaining approval would be high priorities for John. He is likely to feel good when he knows that he has come through for a customer. He seems to recognise the importance of placing the customers' needs first and, thus, is inclined to work hard to meet the organisation's expectations for ensuring customer satisfaction.

### Confidence

He displays a low level of confidence, suggesting that John may avoid escalating confrontations that could result in negative feedback or criticism. He is likely to defer to the specific needs of the customer, providing service in an accommodating manner.

### Diligence

A high score for diligence suggests that John is likely to be careful, detail oriented, and systematic in carrying out the administrative and follow-up tasks associated with call logging and assisting customers. He will generally be very conscientious in his approach to work. However, some individuals scoring high on this scale may be overly thorough, to the detriment of achieving fast resolutions for customer problems.

### Empathy

His low level of empathy indicates that John may interact with customers in a manner that is somewhat close-minded and unyielding. Not appearing to be particularly open to other perspectives, he might not recognise critical customer issues or problems. This possible limitation could cause John to have difficulty adapting his communication style in order to ensure customer satisfaction.

### Sociability

Showing a low score on sociability, John may be distant or reserved, which could inhibit his ability to develop rapport and build ongoing customer relationships. However, there is a high volume of customer interaction in a call centre, so it is unlikely that he would be required to establish ongoing relationships. Nonetheless, he could benefit from receiving coaching support aimed at enhancing his ability to build customer rapport.

*This graph illustrates Mr. Inbound's potential for success in a customer service position.*



*Note: The Caliper First Step for In-Bound Call Centre is an interpretation of potential behaviour based solely upon the measurement of personality and motivation. Candidates are compared to a benchmark sample of industry top performers. The results provided are intended to offer a description of how the candidate is likely to behave or act in a call centre role or situation. It is important that results contained in this report be interpreted in light of other information which is available about the individual. Results of this assessment should never be used as the sole basis for making a hiring decision.*