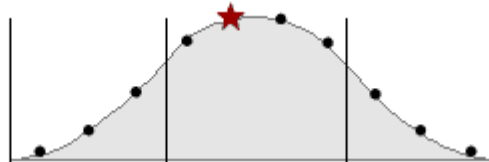




Inbound Call Center Summary

General Reasoning (Cognitive)

Slower Processing
Accepts Simple & Repetitive Work



Faster Processing
Needs Intellectual Challenge

- Gina handles most problem solving situations well
- Calls with new or more complex problems may be more difficult for Gina

QUESTION: Describe a time when you felt that you could have performed better if you had an opportunity for more training and hands on experience.

Conscientious (Organization)

Carefree
Impulsive



Detail Oriented
Dependable



- Gina can usually handle interruptions better than most people which can be helpful within an inbound call center environment
- Gina can be disorganized and un-focused when it comes to details
- Generally comfortable handling situations as they arise and reacting to problems without a plan to follow
- Important that the computer screens or other processes force Gina to capture critical details, so that they are not missed

Question: Tell me when you needed to finish a phone issue quickly for a customer and you later had to go back and take care of some details with the call. How did you deal with that?

Tough Minded

Cooperative
Agreeable



Direct
Determined

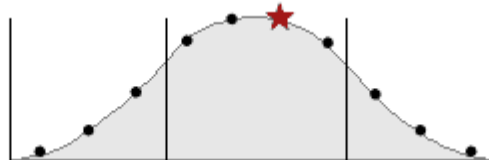


- Gina tends to be moderately direct with customers and at the same time warm and polite
- Tends to be comfortable with moderate levels of up-selling to a customer

QUESTION: Describe a time when you felt you had to push the customer too hard and it felt too much like a hard sell. How did you handle these types of calls?

Conventional (Rules)

Open to New Experience
Flexible



Consistent
Structured



- Gina is generally consistent following scripts and procedures
- Gina is usually able to adapt to times when some improvisation may be necessary and appropriate during the call

QUESTION: Give me an example of when you had an opportunity to help a customer but it meant handling their request a little differently than normal. What did you do?

Extroversion

Reserved
Listener



Outgoing
Talker

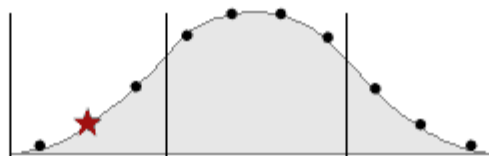


- Gina may have difficulty being enthusiastic and friendly with customers all day
- Gina tends to be a better listener than talker
- Once trained, better suited to environments where listening to the customer intently is much more important than being enthusiastic; this can be a positive in some technical call center environments

QUESTION: Describe a time when you felt that too much importance was placed on being friendly with customers rather than actually taking care of their needs. How did you handle it?

Stable

Sensitive
Anxious



Calm
Stress Resistant

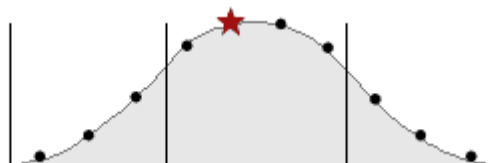


- Gina tends to feel rejection and stress more quickly than the average person does
- Gina may be better suited for environments where it is important to be sensitive to the caller's needs
- Tends to be sensitive to the needs of co-workers and customers

QUESTION: Describe a time when you had to handle a great deal of rejection during the day. How did you deal with it?

Team

Individualistic
Competitive



Collaborative
Win-Win



- Gina prefers a balance between individual rewards and team rewards

