



AccuVision™

Financial Services Call Center Assessment

Applicant

Organization's Name

Feedback Report

For

John Doe
999-99-9999

RESULTS

7 out of 10 people
with the same score as
John Doe
have been successful in performing
their telebanking jobs

The AccuVision Telebanking Assessment System measures customer relations and sales abilities, data inputting accuracy, math ability, and job fit. Included are skills in the areas of initiating action and doing more than simply responding to requests, interacting in a polite and courteous manner, acting on potential sales opportunities, asking appropriate questions to facilitate the sales process, and recommending products/services that are consistent with customers' needs. Technical knowledge and experience of the applicant are not measured by the system and are not considered when compiling the information in this report. This individual's overall performance is based on his/her specific responses to the situations presented in the AccuVision assessment.

(Feedback Report for Test Employee)

AccuVision Telebanking Assessment System

DEVELOPMENTAL INFORMATION

For
Test Employee

This report provides feedback on the individual skills measured in the evaluation and can be used to guide future development activities for the individual.

SECTION I: SKILL RANKING AND PERFORMANCE LEVEL

The participant's performance in each skill measured is ranked from the strongest (rank order) to the weakest. A ranking of 1 equates to the participant's strongest skill. Those skills in which the participant's performance was strong are indicated by an X. This information can be used to direct the training activities of the participant. Training should be considered for any skill without an X, and the lowest ranked skills should be trained first.

SECTION II: DATA INPUT ACCURACY

During the course of the assessment the participant was required to input various customer data (e.g., account numbers, dollar amounts, addresses, etc.) using a standard PC keyboard. Although not quantitatively scored and incorporated into the applicant's Probability of Success score, accuracy when performing such transactions is job-relevant for many telebanking jobs and, to the extent that it is job-relevant, can be considered within the context of an overall hiring decision. Section II of this report describes the data the applicant was asked to enter compared to the data actually entered by the applicant.

SECTION III: MATH ABILITY AND JOB FIT

The assessment required the participant to perform basic mathematical calculations without the aid of a calculator – basic addition, subtraction and multiplication calculations. Although not incorporated into the applicant's Probability of Success score, accuracy when performing such transactions and a general proficiency with math concepts is job-relevant for many telebanking jobs and, to the extent that is job-relevant, can be considered within the context of an overall hiring decision. Section III of this report describes the questions the applicant was asked to answer and his/her response to each.

The assessment also required the participant to answer a series of questions regarding likes and dislikes, personal work style, etc., which collectively relate to the participant's potential "fit" with the demands of a telebanking job. The degree of fit or the degree of mismatch can bear on the participant's motivation to perform job duties which can, in turn, affect job performance, turnover, etc. Section III of this report describes the applicant's degree of job fit as measured by the AccuVision assessment tool, compared to other successful telebanking incumbents.

(Feedback Report for Test Employee)

SECTION I: SKILL
RANKING & PERFORMANCE LEVEL

Skill	Rank* Order	Performance** Level
CUSTOMER RELATIONS ABILITY		
Service Initiative: Initiates action and does more than simply respond to requests; Goes the “extra” mile.	4	
Interpersonal: Interacts in a polite and courteous manner, even when dealing With difficult and demanding individuals	3	
SALES ABILITY		
Sales Initiative: Acts on potential sales opportunities in an aggressive but professional manner	1	X
Fact Finding: Asks questions to facilitate the sales process	2	X
Needs-Based Selling: Identifies and recommends product offerings consistent With the individual customer’s needs	5	

*Rank Order: 1 equals strongest skill

**Performance Level: X indicates that on this skill the individual scored better than 65% of the people in the AccuVision database.

SECTION II: DATA INPUT ACCURACY

REQUIRED/CORRECT DATA	WHAT APPLICANT ENTERED
23 Walnut Street Springfield	23 walnut st springfield
432450543	432450543
Wednesday	Wednesday
2 57.50	2 57.50
305543209	305543209
Lawyer	Loir
72 Oak Road, Apartment 8	72 oak road apt 8
350 Major Road Springfield	350 major road springfield
899654378	899654378
Environment	Environment
4 9000	4 9000

SECTION III: MATH ABILITY AND JOB FIT

Math Ability

Question	Applicant's Answer
How much interest would she earn if she were to invest \$4,500 at 10% for one year?	CORRECT
What if she were to invest \$10,000 at 4.5%? How much interest would she earn after one year?	CORRECT
How much do you think he is paying for the property? He is planning to pay \$80,000 in cash then get a mortgage for the remaining amount of \$170,000.	CORRECT
How much more money would he need to raise if he were to also renovate the kitchen for \$14,000 and a bathroom for \$7,500?	CORRECT
If a customer borrows \$5,000 and pays back 50 dollars per month in principal, how many months do you think it will take him to pay it all back?	CORRECT
What if he doubles his payments to \$100 a month. How many months will it take him to pay down the \$5,000 loan?	CORRECT
If she is buying a car for \$21,000 and has \$7,000 to put down as down payment, how much does she need to borrow?	CORRECT
How much more would she need if she were to also buy a roof rack for \$850 and upgrade the sound system for another \$225?	CORRECT

Overall this applicant correctly answered 100% of the questions.

JOB FIT

The assessment required the participant to answer questions regarding likes and dislikes, personal work style and personal qualities which collectively relate to the participant's potential "fit" with the demands of telebanking jobs. The degree of fit (or degree of mismatch) can bear on the participant's motivation to perform jobs duties which can, in turn, affect job performance, turnover, etc. Based on these variables, this applicant's overall degree of fit with the demands of telebanking jobs, compared to other incumbents, was viewed as:

Good

*The rating scale for Job Fit is as follows: Good, Acceptable or Questionable.