

ITESTHUB · CONTACT CENTRE SJT - RECRUITMENT REPORT

Contact Centre SJT

A report for

Sam Sample

Sam Sample

Completed 30/09/2026 · Norm group: 630 Job Applicants · Report valid 12 months

Introduction

This report is confidential and is intended solely for the person responsible for assessing Sam Sample, who completed the Contact Centre SJT on 30/09/2026.

The test is designed to assess areas of critical importance for success in the role of a Contact centre Advisor. The competencies assessed are defined below.

TEST SESSION

Recommended time: 15 minutes

Time taken: 0 minutes, 0 seconds

Norm group: 630 Job Applicants

Competencies assessed: 4

Interpreting scores

Scores on Contact Centre SJT are calculated by comparing an individual's score with a large group of people (norm group) who have also completed the same test. These are expressed as 'percentiles' – use the key below to benchmark Sam's overall result.

Very Low	Low	Mid	High	Very High
1-10%ile	11-30%ile	31-69%ile	70-89%ile	90-100%ile

How To Use This Report

This report contains 'percentile scores', 'behavioural interpretation' and 'interview questions' that can be used to explore an individual's results in more detail:

Percentile Scores

Percentile scores represent how an individual's performance on a test (i.e., their score) compares to the performance of other individuals that have also taken the same test (i.e., the comparison group or norm group). Percentile scores range from the 1st to 99th percentile, where 1 is a very low score and 99 is very high. The overall percentile score is the most predictive of an individual's likely performance in a job. The report also contains percentile scores for each competency assessed, and these should be considered as a guide to help you identify where an individual has excelled or might need to improve a specific behavioural skill. It is not a score, in isolation, that should drive your final recruitment decision. This is because the competency percentile scores are produced by a subset of the test questions, whereas the overall percentile score is produced from all of the test questions.

Behavioural Interpretation

For each competency, an interpretation (four bullet points) has been provided to help you better understand the decisions a candidate has made on the assessment. Not every bullet point may apply equally to all candidates, but you should consider them all to be relevant as they are based on the specific choices a candidate has made on the assessment.

Interview Questions

For each competency, interview questions are provided to help you explore a candidate's results in more detail. You can select the question you believe is most appropriate and you should use the relevant 'four behavioural indicators' to guide your evaluation of a candidate's response. Note, you do not need to ask all four questions – usually one is sufficient, but more are provided if needed. It is also good practice to follow up with additional questions. To help with this you may wish to use the STAR method. This is described below with some additional probing questions you can use.

- **S = Situation:** What was the situation? What were the circumstances or context?
- **T = Task:** What were you trying to achieve? What was your task?
- **A = Actions:** How did you approach it? What did you do? Who did you involve? What challenges did you face, and how did you overcome these? What else did you do?
- **R = Results:** What was the outcome? How did you establish the benefit of what you did?

You should aim to spend more time asking 'Action' questions as these are the ones that typically produce behavioural responses.

Rating Scale

The Rating Scale below can be used to evaluate a candidate's responses to the competency questions provided in this report. During the interview you should aim to establish a pattern of positive and negative evidence for each competency. The final rating you give should be a 'weighted' decision, based on the collective evidence you obtain for each competency.

1 - Significant Development	2 - Development	3 - Mixed	4 - Strength	5 - Significant Strength
A strong and dominant pattern of negative behaviour (in relation to the indicators)	A clear pattern of negative behaviour (in relation to the indicators), and little evidence of positive behaviour to weigh against this – none significant	Balanced evidence of both positive and negative behaviour (in relation to the indicators)	A clear pattern of positive behaviour (in relation to the indicators), and little evidence of negative behaviour to weigh against this – none significant	A strong and dominant pattern of positive behaviour (in relation to the indicators)

Contact Centre Competencies

Relating to Others

Working with others in order to maximise outcomes.

- Listens carefully and with interest.
 - Communicates in a way that is clear, precise, and relevant to the situation.
 - Encourages two-way dialogue, inviting input and comments.
 - Negotiates fluently and calmly with others, especially customers.
-

Understanding Customer Needs

Understanding and establishing customer' needs.

- Evaluating different perspectives and situations to establish effective solutions.
 - Clearly establishing customer needs and priorities.
 - Gathering sufficient information to weigh options appropriately.
 - Analysing risks, benefits, and opportunities appropriately to draw valid conclusions.
-

Delivering a High-Quality Service

Working in a systematic manner in order to meet customer' expectations.

- Is ambitious and committed to achieving goals/resolving complaints, especially challenging ones.
 - Has an effective system to monitor progress in meeting or exceeding customer expectations.
 - Deals effectively with challenging situations and/or individuals, especially customers.
 - Managing own (or others) performance and health (including coping strategies).
-

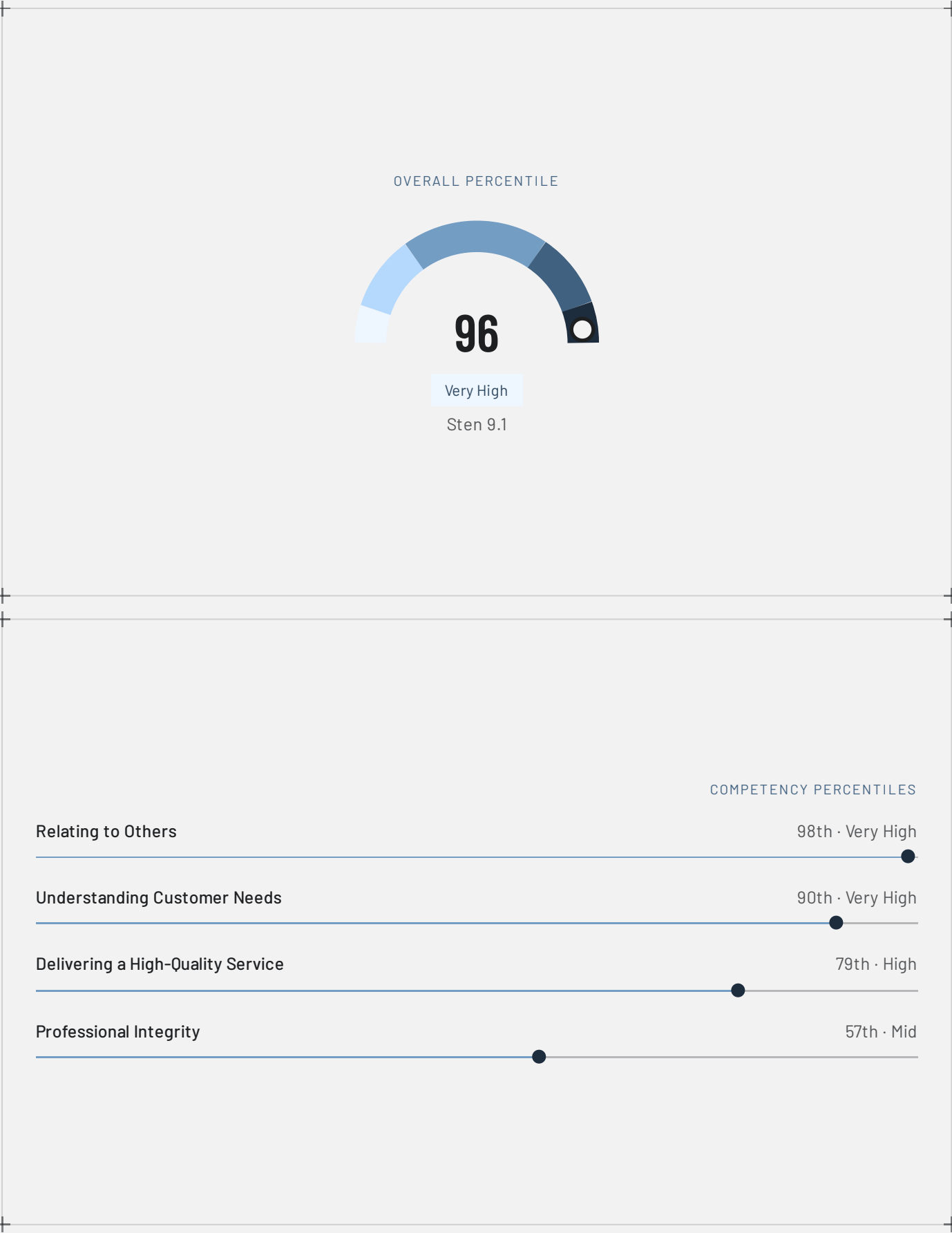
Professional Integrity

Operating in a professional manner and bringing best practice to their work.

- Follow company policy and procedures, esp. when under pressure.
- Demonstrates a positive and enthusiastic approach to work, colleagues & customers.
- Welcomes constructive challenge, recognising the need to keep learning.
- Demonstrates genuine respect for others (i.e., knowledge, expertise, opinions etc.).

Results

Sam's overall result on the Contact Centre SJT, then a percentile and band for each competency assessed. The key on page 2 explains what these mean.



Relating to Others

Working with others in order to maximise outcomes.

- Listens carefully and with interest.
- Communicates in a way that is clear, precise, and relevant to the situation.
- Encourages two-way dialogue, inviting input and comments.
- Negotiates fluently and calmly with others, especially customers.

PERCENTILE SCORE

98th · Very High

The responses suggest:

- Builds caring and empathetic relationships with others, carefully listening to their worries or concerns.
- Provides timely and supportive feedback to colleagues to improve customer service.
- Fully collaborates with others to provide a superior customer experience, while clearly communicating progress.
- Relates to people using tact and consideration of their feelings, to skilfully encourage stronger performance.

The questions below are designed for interviewers to explore the results in more detail.

- Describe a time when you built a strong rapport with a customer or individual. What actions did you take to establish and strengthen the rapport? What was the result of building this rapport?
- Describe how you have built a relationship with a challenging customer or individual. How did you approach building the relationship with this individual? What was the outcome of your efforts to build the relationship?
- Give me an example of when you have had to negotiate with a customer or individual. How did you ensure a fair outcome for both parties? What was the result of the negotiation?
- Describe qualities and/or skills that you could learn from others that would help you connect or work more effectively with people. How do you think these qualities or skills could enhance your ability to connect with others? What impact do you think adopting these qualities or skills would have on your work relationships?

EVIDENCE AND RATING

Rating

1

2

3

4

5

Understanding Customer Needs

Understanding and establishing customer' needs.

- Evaluating different perspectives and situations to establish effective solutions.
- Clearly establishing customer needs and priorities.
- Gathering sufficient information to weigh options appropriately.
- Analysing risks, benefits, and opportunities appropriately to draw valid conclusions.

PERCENTILE SCORE

90th · Very High

The responses suggest:

- Evaluates different viewpoints, carefully seeking to understand and explore perspectives before making difficult decisions.
- Adopts a customer centric approach, taking proactive steps to ensure an excellent customer experience.
- Asks insightful questions to clearly establish what customers need, regardless of how challenging or simple their requirements might be.
- Fully establishes the underlying needs of customers, treating them with care and attention.

The questions below are designed for interviewers to explore the results in more detail.

- Give me an example of a decision you have made where you had to consider a range of possible alternatives or options first. How did you identify and evaluate the different options available to you? How did considering multiple options influence the result?
- Tell me about a time when you have sought feedback from different people before making a decision. Who did you consult and why? What was the outcome of the decision you made after gathering feedback?
- Describe a time when you helped a customer solve a complex issue. How did you approach understanding and diagnosing the issue? What was the outcome for the customer?
- Tell me about a time when a customer presented you with a problem you knew little about. How did you go about understanding and addressing the problem? How did you manage the customer's expectations?

EVIDENCE AND RATING

Rating

1

2

3

4

5

Delivering a High-Quality Service

Working in a systematic manner in order to meet customer' expectations.

- Is ambitious and committed to achieving goals/resolving complaints, especially challenging ones.
- Has an effective system to monitor progress in meeting or exceeding customer expectations.
- Deals effectively with challenging situations and/or individuals, especially customers.
- Managing own (or others) performance and health (including coping strategies).

PERCENTILE SCORE

79th · High

The responses suggest:

- Is confident when put under pressure by unreasonable requests from difficult customers, ensuring that standard company practices are followed.
- Balances supporting others with achieving their own goals and responsibilities.
- Is careful not to over promise and underdeliver for customers, clearly articulating what is and is not within their control.
- Is firm when dealing with challenging customers, taking ownership of their problems and establishing the necessary information to resolve problems.

The questions below are designed for interviewers to explore the results in more detail.

- Describe a time when you had to deal with a challenging customer, without the support of others. What actions did you take to manage and resolve the situation? How did handling it independently impact your confidence or skills?
- Tell me about a time when you had to improve your performance. What steps did you take to identify areas for improvement and implement changes? What was the result of your efforts to improve?
- Give me an example of when you had to work efficiently under pressure. How did you handle the pressure? What was the outcome of your efforts?
- Describe a situation when you dealt with an unhappy customer. How did you address the customer's concerns and attempt to resolve the situation? What was the result of your efforts?

EVIDENCE AND RATING

Rating

Professional Integrity

Operating in a professional manner and bringing best practice to their work.

- Follow company policy and procedures, esp. when under pressure.
- Demonstrates a positive and enthusiastic approach to work, colleagues & customers.
- Welcomes constructive challenge, recognising the need to keep learning.
- Demonstrates genuine respect for others (i.e., knowledge, expertise, opinions etc.).

PERCENTILE SCORE

57th · Mid

The responses suggest:

- Checks the facts of a situation before coming to a judgement.
- Speaks up on matters of principle, pointing out when behaviour is inappropriate.
- Acknowledges own mistakes, ensuring errors can be appropriately resolved.
- Conveys tolerance and openness to work with individuals they do not get along with.

The questions below are designed for interviewers to explore the results in more detail.

- Describe when you last made a mistake in your work. How did you handle the situation after realising the mistake? What was the outcome of your actions?
- Tell me about a time when you observed behaviour you felt was inappropriate. How did you respond in that moment? What was the outcome of the situation?
- Describe a time when you received difficult or challenging feedback. How did you react to the feedback? How did you use the feedback to improve?
- Give an example when you were encouraged to bend the rules. How did you respond to the encouragement? What was the outcome of your decision?

EVIDENCE AND RATING

Rating