

LEVEL 1

1. **Personality Test- 7 min**
2. **Situational Judgment Test- 15 min**
3. **Logical Reasoning- 7 min**
4. **Basic Computer Literacy- 12 min**

LEVEL 1

Personality Test

The Personality Print assessment evaluates how candidates' personality traits align with the demands of a customer support role, focusing on their ability to build rapport with customers, handle complex inquiries, and approach tasks with efficiency and professionalism.

Example 1: "When people make me mad..."

- Left side: "I want to get back at them" (shows a more reactive or retaliatory mindset)
- Right side: "I try to let it go" (shows emotional control and a calm demeanor)

Select your preferred answer from the scale below:



When people make me mad...

Note: avoid neutral answer

	Strong Agree	Agree	Neutral	Neutral	Agree	Strong Agree	
I want to get back at them	☐	☐	☒	☒	☐	☐	I try to let it go
	✓	✓			✓	✓	

Example 2: "When someone offends me..."

- Left: "I tend to hold a grudge" (shows a tendency to dwell on offenses or seek revenge)
- Right: "I am quick to forgive" (shows emotional resilience and a forgiving nature)

Select your preferred answer from the scale below:



When someone offends me...

Note: avoid neutral answer

	Strong Agree	Agree	Neutral	Neutral	Agree	Strong Agree	
I tend to hold a grudge	☐	☐	☒	☒	☐	☐	I am quick to forgive
	✓	✓			✓	✓	

LEVEL 1

Situational Judgement Test

The Situational Judgement Test assesses how candidates respond to realistic scenarios they might encounter in a customer support role. It evaluates their ability to make sound decisions, resolve customer issues effectively, and demonstrate empathy and professionalism under pressure.

Scenario: A customer calls saying their product is defective and demands a refund. However, the customer's situation does not fall within company policy for issuing a refund.

Explain the policy clearly and offer a discount on their next purchase as a goodwill gesture.

Best	Neutral	Worst
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Inform the customer that you cannot help them and they should read the policy more carefully next time.

Best	Neutral	Worst
------	---------	-------

Empathize with the customer and explain the company policy, offering an alternative solution such as a repair or exchange.

Best	Neutral	Worst
------	---------	-------

Apologize to the customer and suggest they speak to a manager to see if an exception can be made.

Best	Neutral	Worst
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Answer:

Best Answer:

Empathize with the customer and explain the company policy, offering an alternative solution such as a repair or exchange.

✓ *Why?* This response shows empathy, professionalism, and a problem-solving mindset. It enforces company policy while still trying to help the customer feel heard and supported, which builds trust and preserves the relationship.

Worst Answer:

Inform the customer that you cannot help them and they should read the policy more carefully next time.

✗ *Why?* This approach is dismissive and likely to escalate the situation. It lacks empathy and fails to offer any solution, which can damage the customer experience and the company's reputation.

Scenario: You have been selling a customer a product and you are just about to close the deal when the customer begins having second thoughts.

Inquire with the customer about their doubts, and remind them of the reasons they initially wanted the product. Emphasize that now is the ideal time to receive the best value.

Best	Neutral	Worst
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Ask the customer about their reasons for hesitation. Use product facts to address their concerns. Additionally, consider offering a discount or consulting a manager for alternative options to secure the deal.

Best	Neutral	Worst
------	---------	-------

Understand why the customer is reconsidering. Provide comprehensive information to assist them in making the best decision, while persuading them to fully commit to the product.

Best	Neutral	Worst
------	---------	-------

Allow the customer to make their decision without interruption, respecting their choice whether to purchase the product or not.

Best	Neutral	Worst
------	---------	-------

Best Answer:

Understand why the customer is reconsidering. Provide comprehensive information to assist them in making the best decision, while persuading them to fully commit to the product.

✓ *Why?* This approach balances empathy with persuasion. It respects the customer's doubts, provides valuable information to support decision-making, and still aims to close the sale without being too forceful.

Worst Answer:

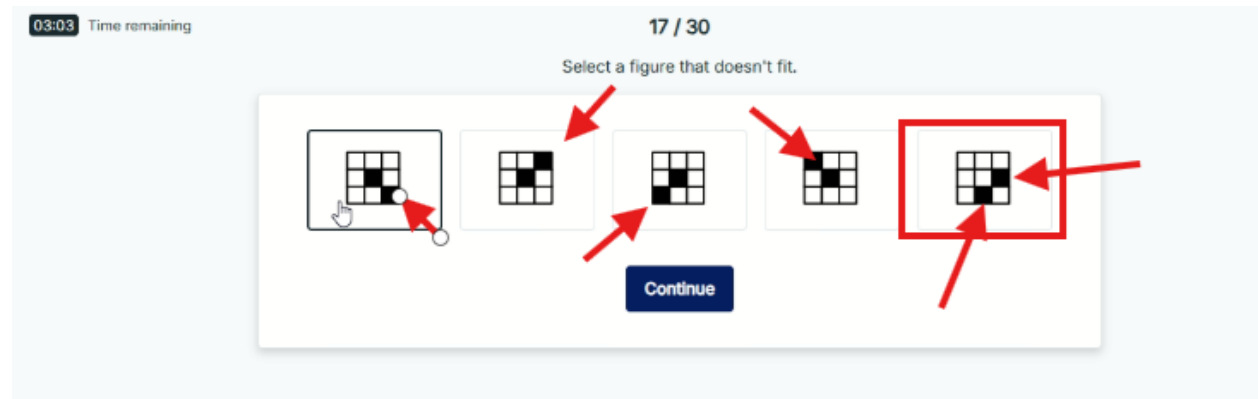
Allow the customer to make their decision without interruption, respecting their choice whether to purchase the product or not.

✗ *Why?* While respecting the customer is important, this option is too passive and misses a critical opportunity to address concerns and potentially save the sale. It shows a lack of initiative to understand or resolve the hesitation.

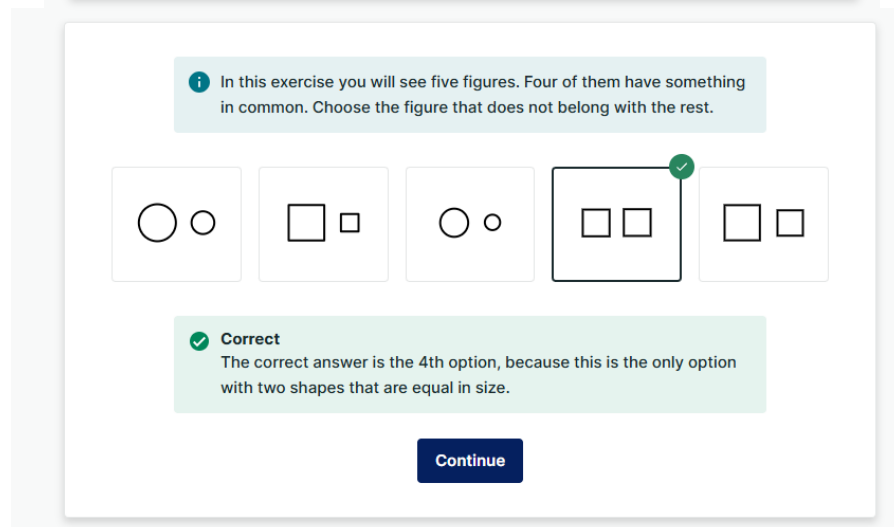
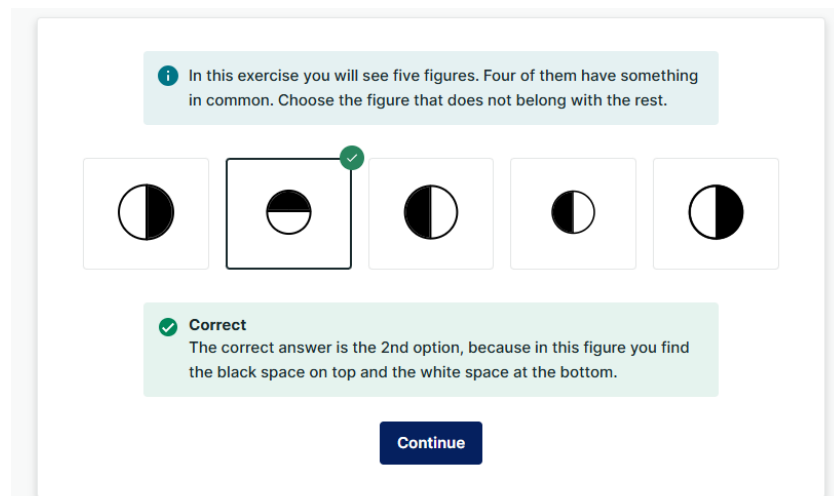
LEVEL 1

Logical Reasoning

Logical reasoning assesses a candidate's ability to analyze and follow principles to identify patterns, relationships, and rules. It is a strong predictor of success in roles requiring complex problem-solving and decision-making, such as technical, managerial, and educational roles.



Answer: Figure 4 is the correct answer because it is not symmetrical in the same way the others are. The rest maintain clear diagonal or balanced patterns, while Figure 4 does not follow that structure.



LEVEL 1

Basic Computer

Computer Proficiency test measures the candidate's knowledge of basic computer concepts, including operating systems, hardware, networks, security, and troubleshooting. This test demonstrates predictive utility for roles that require working with computers and troubleshooting technical issues but does not test for knowledge of specific software.

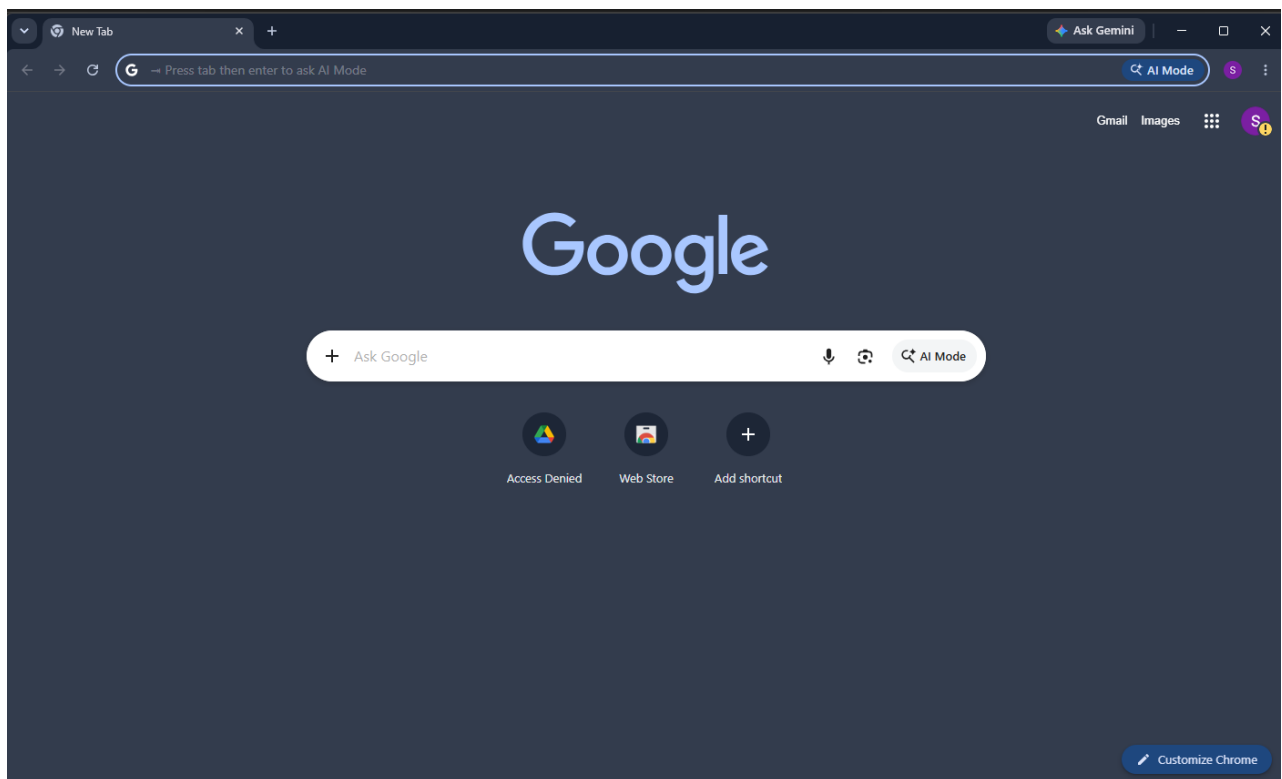
1. The icons below all represent examples of what kind of software application?



The icons below all represent examples of what kind of software application?
Web Browser

Add New Tab

Close Browser



shut down/ power off

connected to wired internet

