



Recommended for customer-facing voice roles. Spoken English, service judgment and work style meet or exceed the role benchmark.

Pronunciation and fluency evaluated against the **Indian English (en-IN)** acoustic model — candidates are never penalised for a natural Indian accent.

Sound service instincts in most situations; judgment weakens slightly in commercial (upsell/retention) moments.

2 Job Suitability Profile

72%

Direct Customer Interaction

Driven by Pronunciation 79 · Articulation & Voice Energy 74

STRONG FIT

live voice, first-contact resolution

74%

Domestic Voice Profile

Driven by Pronunciation 79 · Active Listening 79

STRONG FIT

india-market customer support

76%

International Voice Profile

Driven by Vocabulary 80 · Pronunciation 79

STRONG FIT

global-market voice support

65%

Backend Processing Profile

Driven by Spoken Understanding 72 · Service-to-Sales Judgment 64

CAPABLE

chat, email & case processing

3 Section Performance

SECTION	WEIGHT	SCORE /100	SCALE /5
Listen & Repeat	30%	79	4.2
Listening Comprehension	20%	72	3.9
Spoken Service Response	25%	68	3.7
Service-to-Sales Judgment (SJT)	15%	64	3.6
Analytical Reasoning	10%	61	3.4

4 Evidence from the Candidate's Own Responses

Listen & Repeat

4.2

"I can raise that with billing and call you back within the hour, and I'll send the reference number to your email as well so you have it in writing."

Assessor note: Clear articulation; two unstressed syllables clipped under speed.

AUDIO REPLAY AVAILABLE IN ONLINE REPORT

Spoken Service Response

3.7

"I'm sorry about the double charge. I can see both transactions here, so I'll raise a reversal today and send you the reference number by email. The refund takes three to five banking days, and I'll stay on the line while I log it."

Assessor note: Owns the error, states the timeline, offers a checkable artefact. Slight hesitation before the timeline.

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Service-to-Sales Judgment (SJT)

3.6

"I would confirm the fix is accepted first, then mention the lower plan as a choice rather than a pitch, and leave it there if they are not interested."

Assessor note: Correct sequencing; stops short of confirming the customer's consent to continue.

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5 Work Style Profile

TRAIT	BAND /5
Composure Under Pressure	4.1
Conscientiousness	4.3
Customer Orientation	4.6
Adaptability	3.4

6 Interview Guidance

Targeted probes for the lowest-scoring areas — use these to confirm or contextualise before the offer decision.

SERVICE-TO-SALES JUDGMENT — 64/100

"A customer calls to close a service. When would you offer an alternative plan — and when would you simply process the closure? Walk me through your thinking."

7 Assessment Integrity

LOW
INTEGRITY BAND

9
PHOTOS CAPTURED

0
TAB SWITCHES

1
NO-FACE EVENTS

0
MULTIPLE FACES

2
PASTE BLOCKED

0
PRINT SCREEN

1
WINDOW BLUR

0
RESUMES

3
LOOKED AWAY

SKILL PASSPORT

Every verified score in this report is added to Maria Reyes (illustrative)'s AssessAll Skill Passport — a portable, shareable record of demonstrated capability. Recruiters can verify authenticity anytime at [assessall.com/verify](#) using the Test ID.

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