

# CSAP

## Customer Service Aptitude Profile

A personality test for customer service positions.

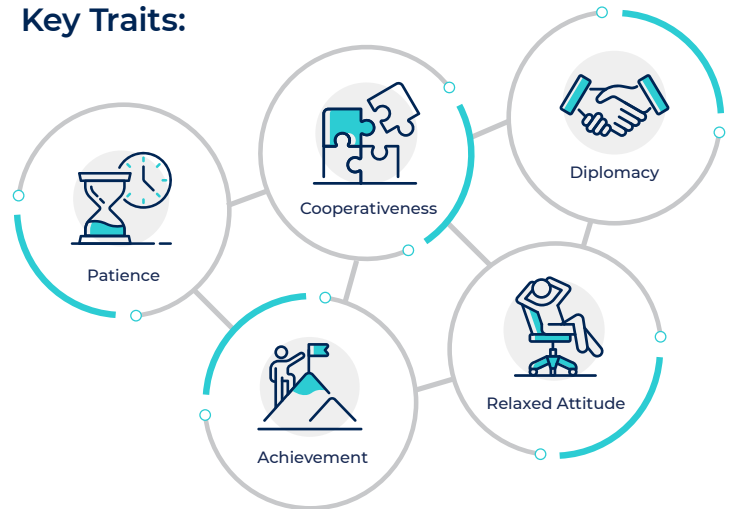
### Measures:

- ✓ Cooperativeness
- ✓ Personal Diplomacy
- ✓ Patience
- ✓ Relaxed Attitude
- ✓ Achievement

**Estimated Time:** 10 minutes

The Customer Service Aptitude Profile (CSAP) measures personality traits that are critical to success in customer service and customer service-related positions. The test assesses characteristics related to customer service potential and performance, such as achievement, cooperativeness, diplomacy, and patience. It provides an overall recommendation about a candidate's suitability for customer service – either Not Recommended, Recommended, or Highly Recommended.

### Key Traits:



### Lisa Sample

Position: Sample Test Portfolio  
 Test Date: July 8, 2020  
 Test Event ID: ABC-1234-EFGH



#### PERSONALITY TEST

#### Customer Service Aptitude Profile

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#### Results Summary

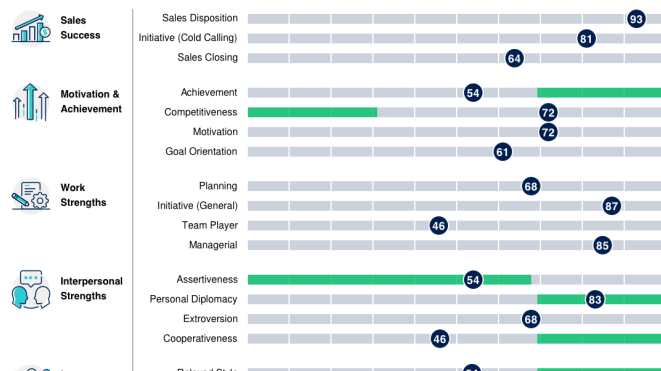
**Recommended**

For a Customer Service Role

#### Overview

- = Strength
- ▨ = Potential Strength
- ▲ = Needs Attention
- Diplomacy in relating to others
- ▨ Cooperative attitude
- Patience
- ▨ Relaxed attitude
- ▨ Interest in being helpful to others
- Ability to restrain assertiveness in relating to others
- ▲ Ability to be non-competitive when relating to others
- ▨ Focus on achievement and getting things done

#### Score Details



## Score Report Data That Helps You Hire

Each report provides powerful information in an intuitive and easily understandable format.

What you'll find:

- 1 An overall recommendation for customer service
- 2 Areas that are strengths, potential strengths, or in need of attention
- 3 Percentiles for a number of traits contributing to success in customer service
- 4 Full explanations of each trait

Results are instant – view your candidates' score reports as soon as they finish the assessment.

Candidates with a good job fit are more likely to excel resulting in:

- ✓ Higher Productivity
- ✓ Lower Turnover
- ✓ Better Retention
- ✓ Reduced Hiring Costs



## How Personality Tests Predict Success

Personality tests help to predict “job fit.” People who “fit” in their jobs are more at ease and therefore more likely to excel. Job fit also makes it more likely that an employee will stay long-term in the role, increasing retention and reducing hiring costs across the entire organization. For customer service roles, this translates into employees who interact with customers in a patient and diplomatic way, and who are comfortable interacting with customers on a daily basis.

## Scientifically Validated

The CSAP has been extensively validated, demonstrating that the test is highly predictive of job performance for customer service-related positions. CSAP results have also been shown to be statistically reliable, meaning that the test measures traits that are generally stable across an individual's life.

## No Right or Wrong Answers

There are no correct or incorrect answers on the CSAP. All of the candidate's responses come together to create a unique personality profile for that individual. Similarly, there are no “good” or “bad” traits - some traits and profiles are simply more associated with success for particular roles.