LEVEL 1

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

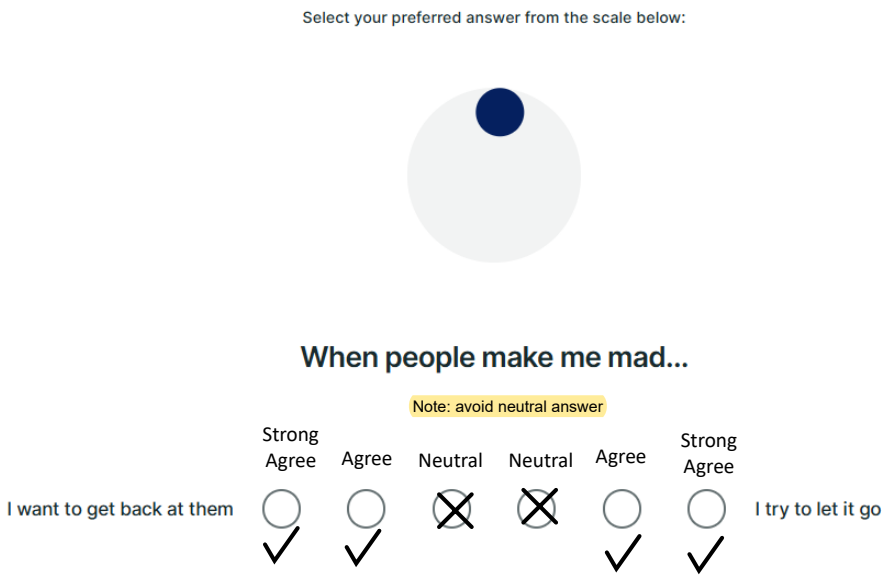
LEVEL 1

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.

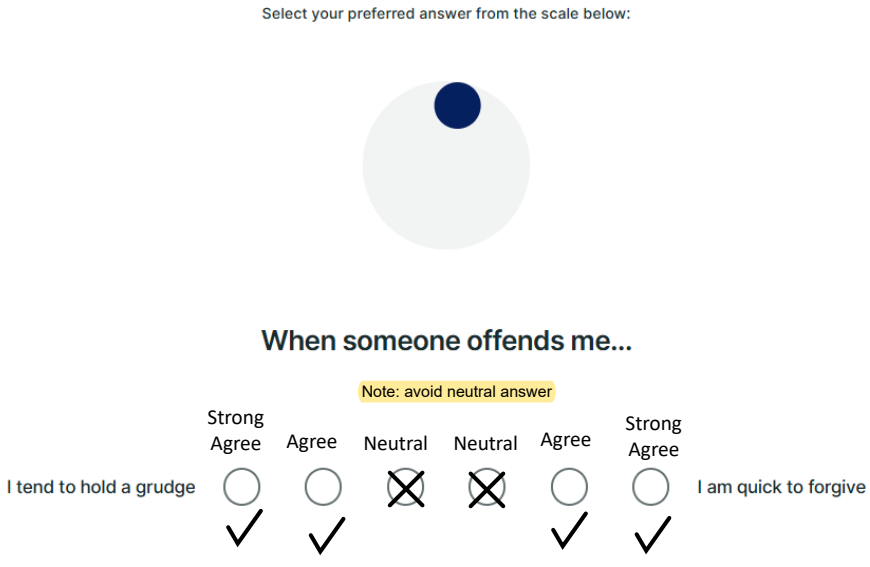
Example 1: "When people make me mad..."

- **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)**



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)**



LEVEL 1

Situational Judgement Test

This test measures how well you respond to realistic scenarios that may arise in a customer support role. It evaluates your decision-making skills, ability to resolve customer concerns effectively, and your capacity to show empathy and professionalism.

Select two answers:
One BEST option – the most appropriate and effective response.
One WORST option – the least appropriate or least effective response.

Scenario:A customer contacts you claiming their product is defective and requests a refund. However, their situation does not meet the criteria outlined in the company's refund policy.

Option 1- Clearly explain the refund policy and offer a discount on their next purchase as a gesture of goodwill.

Best	Neutral	Worst

Option 2- Inform the customer that a refund is not possible and advise them to review the policy more thoroughly in the future.

Best	Neutral	Worst

Option 3-Show empathy, explain the policy, and propose an alternative solution such as a repair or product exchange.

Best	Neutral	Worst

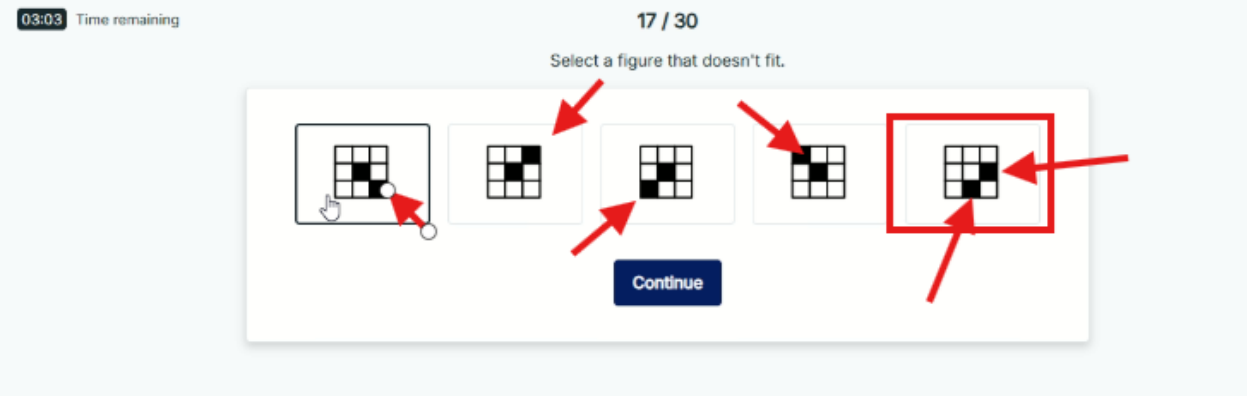
Option 4-Apologize for the inconvenience and suggest escalating the issue to a manager to explore the possibility of an exception.

Best	Neutral	Worst

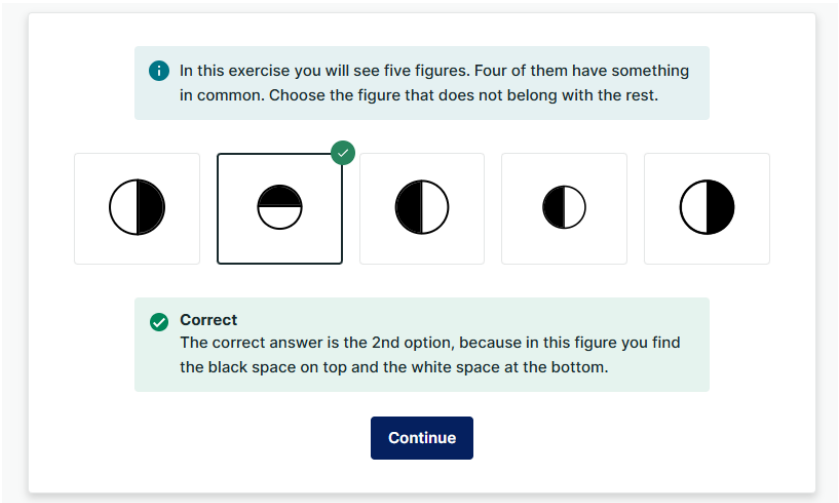
LEVEL 1

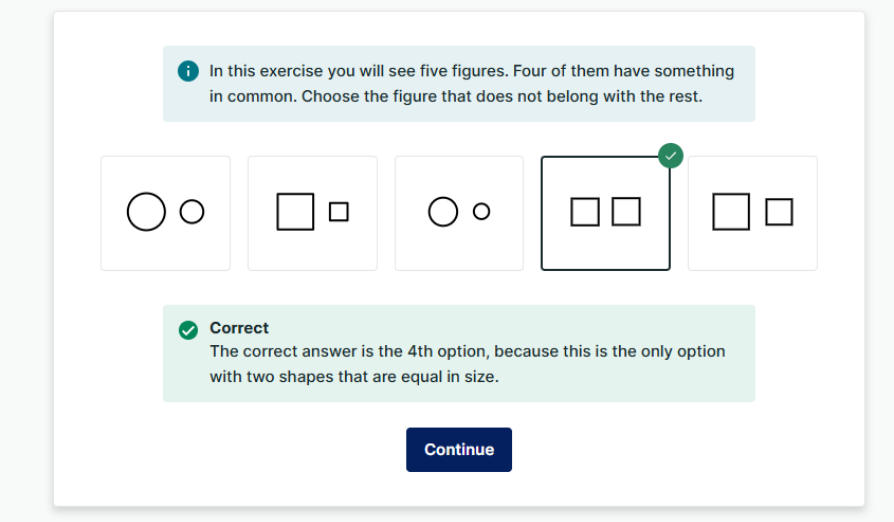
Logical Reasoning

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. What type of software application is represented by the icons shown below



Answer: Web Browser

2. To copy and paste, you can select the content, press and hold the fn key, then type “copy” to copy it, and hold fn again while typing “paste” to paste it.

Answer: False

3. To copy and paste, you can select the desired content, then press Control (or Command) + C to copy it, and Control (or Command) + V to paste it.

Answer: True

4. You can take a screenshot on your computer by pressing Control + S on a Windows PC or Command + Shift + S on a Mac.

Answer: False

5. You can take a screenshot on a Windows PC by pressing Control + Print Screen, or on a Mac by pressing Command + Shift + 4.

Answer: True

6. Which of the following actions can be used to close a web browser?

Answer: Click the X button at the top-right corner of the browser window (Windows) or top-left corner (Mac).

7. Which of the following actions can be used to open a new tab in a web browser?

Answer: Click the “+” (plus) icon next to the current tab.

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.

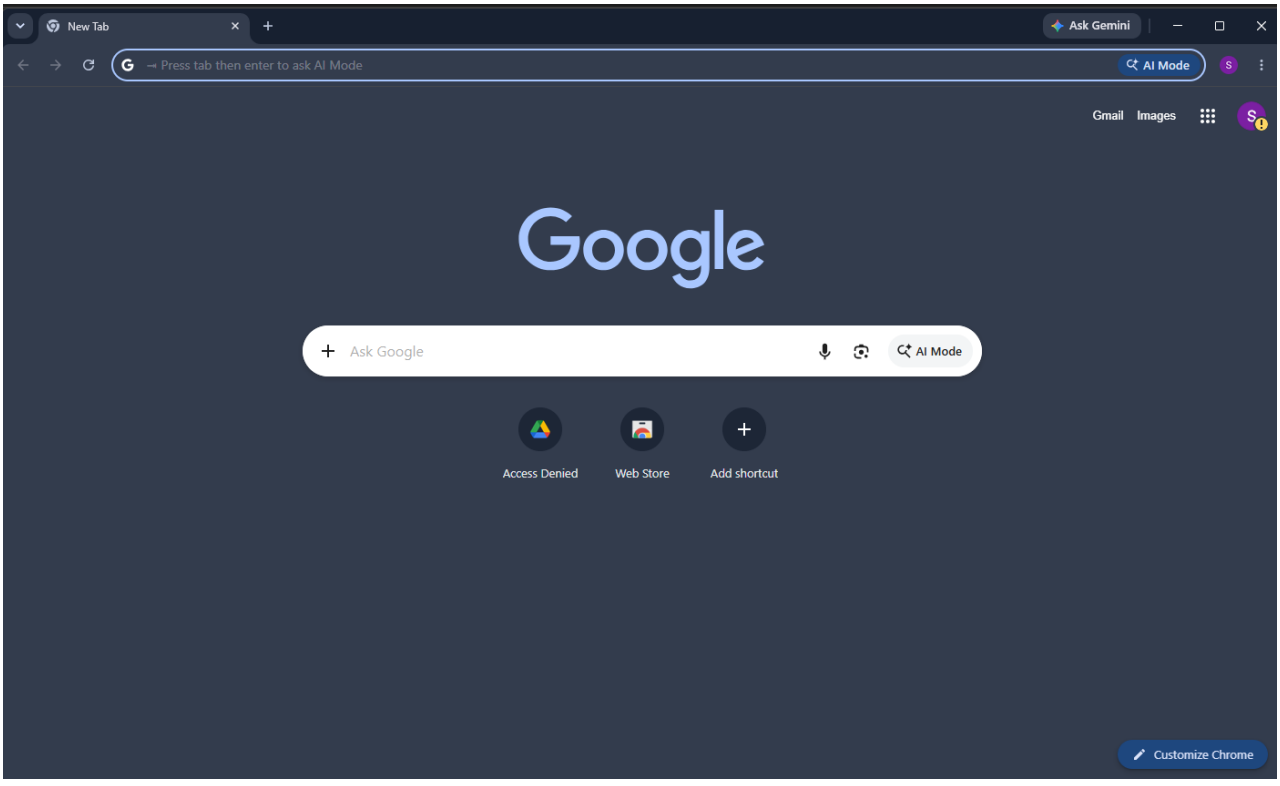
1. The icons below all represent examples of what kind of software application?



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

