



Performance Skills Index for Contact Centers

Confidential Report For

Test Demo

PSI for Contact Centers

Date Test Completed: 04/19/2022



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The Performance Skills Index (PSI) assesses an individual's capacity to learn and remember new information. PSI scores are predictive of performance in contact centers. Generally speaking, people who have higher learning ability will perform better on the job. Strong performers in contact centers are more proficient in the following ways:

Learning and Comprehension

- They learn new information quickly.
- They analyze the information provided to identify the problem or issue.
- They are organized.
- Their work is accurate.

Speed and Flexibility

- They can multi-task effectively.
- They work quickly and efficiently.
- They are flexible and adaptable.

Performance in Training

- They learn quickly and with ease during training.
- They gain an overall mastery of the training material.

Performance Skills Index (PSI) Overall Result: High



The candidate received an overall PSI rating of High.

There are two general types of PSI questions — math and verbal — that are combined to arrive at the above overall rating. This overall rating is the information that should be used for any selection or promotional decisions.

The candidate's scores on the two question types are presented below for informational purposes only:

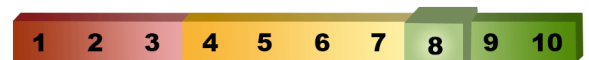
Math Component



The PSI math questions require the candidate to analyze the information provided, identify the relevant pieces of information, and perform basic computation in order to arrive at a solution.

The candidate received a rating of High on the Math component of PSI.

Verbal Component



The PSI verbal questions require the candidate to demonstrate verbal proficiency, read a passage and answer questions about it, or analyze relationships between concepts.

The candidate received a rating of High on the Verbal component of PSI.



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Expected Performance on Licensing Exams

Based on this individual's PSI results, what is the probability that he or she will pass the required licensing exams *on the first attempt?*

Securities Exams

SIE	83 %
Series 63	83 %

Registered Representative Exams

Note: These advanced exams are typically taken by individuals who have already passed one or more industry exams.

Series 7	65%
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