

Data Driven Interviewing

Interviewing is an essential part of the hiring process. By using structured interviews, consistent interview guides and easy to read scoring rubrics you'll eliminate bias and get the best candidates each time. Combine this structured data collection with your hiring outcomes and you'll have everything you need to make impactful changes throughout your interview process.



Technical Interview: Taylor Blackwell

Applied For: Customer Support Agent
Interviewer: Lisa Stevens
Application Date: 2/15/2024

Instructions For Interviewer
Ask the following questions and score each one according to the scoring criteria. Only score questions you feel confident in. Feel free to answer question in any order but make sure to leave time to answer the last 2 questions.

Question 1
Tell me about your customer support experience. What did you do at your last customer support role? What were your goals and how did you do?

Notes:
Only 6 months of tech support experience, in a 500 person support center. Team was disorganized and very high turnover. No proper goals setting and KPI tracking. Hard to measure success or progress. Had good attitude and a few good customer support stories.

Customer Support Experience Relevancy 2.0
5 - More than 5 years customer support experience and a little management
4 - Between 2 to 5 years of experience. OK quotas
3 - 1-2 years of experience
2 - Less than 1 year of experience
1 - No customer support experience at all

Previous Demonstrated Success 4.0
5 - Met and exceeded all quotas / metrics
4 - Met all quotas / metrics
3 - Met most quotas / metrics
2 - Did not meet quotas / metrics
1 - There were no measurement of success in previous job

Question 2
Walk us through how you handled a difficult call at your last job.

Notes:
Candidate was very confident and well articulate. Good story telling and did a good job dealing with some difficult customer calls. Seems very adaptable despite not a lot of customer support experience.

Problem Solving Skills 5.0
5 - Very high communication and problem solving skills
4 - High communication / problem solving skills
3 - Average communication / problem solving skills
2 - Not very good communication / problem solving skills
1 - Horrible communication / problem solving skills

Question 3
What are your strengths that will make you successful in customer support?

Notes:
Has good communication, good pleasant personality, good voice.

Customizable interviewer instructions

Record interviewer notes

Score attributes using standard or customizable rubrics

All Your Interview Data In One Place

Collect, organize, and summarize all your interview data into a single platform. This consolidation not only streamlines the data collection process but also facilitates quicker and easier decision-making.

Taylor Blackwell

Position Applied: Customer Support Agent

Overall Score

3.4

Interview Steps	Weight	Interviewers		
		Jane D	Kate T	Jack P
> Phone Screen	1	N/A	3.8	N/A
> Skills Interview	5	4.7	4.1	N/A
∨ Culture Interview	5	3.0	2.7	2.1
> How do you usually improve on skills or strengths that you lack?	5	4.0	3.1	2.9
> Tell me about a time you had to admit a mistake you made at the workplace?	5	3.0	3.5	2.2
> How do you handle negative feedback from your peers and supervisors?	10	2.5	2.2	1.7

Kate Thompson

Interview Date: 2/15/2024
Interview Score: 2.2

How do you handle negative feedback from your peers and supervisors?

Interviewer Comments: Candidate seemed overly agreeable. Might have trouble meeting quotas.

Culture Fit | 2.6
Self Improvement | 1.8

Ensure the Effectiveness of Your Interviews

Continuously monitor the success of your interviews by automatically connecting your hiring data to post hire outcomes like performance and turnover. With this level of information you will know if your interviews are working as well as where adjustments need to be made.

Customer Support Agent

Support customers by providing helpful information, answering questions, and responding to complaints.

DASHBOARDS PARTICIPANTS Actions

Attributes **Activities** Interview Questions Interviewers Resume Analytics Satisfaction Analytics Performance Turnover

Top Activities Correlated with Overall Performance Performance Type From Date: 01/01/2024 03/15/2024

Activity Name	Correlation	Statistical Significance	Participants	-	+
Job Fair Interview	0.55	p<0.001	450		<div style="width: 60%; height: 10px; background-color: #007bff;"></div>
Video Interview	0.47	p=0.01	380		<div style="width: 50%; height: 10px; background-color: #007bff;"></div>
Skill Interview	0.25	p=0.05	400		<div style="width: 30%; height: 10px; background-color: #007bff;"></div>
Culture Interview	0.24	p=0.09	321	<div style="width: 15%; height: 10px; background-color: #007bff;"></div>	
Panel Interview	0.13	p=0.11	380	<div style="width: 5%; height: 10px; background-color: #6c757d;"></div>	