



CST

Customer Support Test

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Interpretative report

NAME	TEST
QUESTIONNAIRE CODE	4700016
TEST DATE	2026-05-18
CUSTOMER CODE	People_1746178407711
GENDER	Female
AGE	38
EDUCATION	Master's degree



User Data

PROFESSION **Company employee**

ORGANIZATIONAL LEVEL **Middle manager**

INDUSTRY **Consumer goods**

DEPARTMENT **Professional services**

JOB TENURE (YEARS)

NUMBER OF PEOPLE COORDINATED

COMPANY SIZE

COMPANY REVENUE

Note: Some of the fields in the User Data section have not been entered!



Introduction

The **Customer Support Test (CST)** is a test designed to assess the ability to support customers in the context of customer care and, in general, in those situations where it is necessary to interact with customers who are carriers of needs, requests and, sometimes, problems to be solved. The CST is a situational judgment test where items are represented by realistic scenarios that see the interaction between customers and operators in different contexts. What is required is to indicate how likely each mentioned behaviour could be put in place. The test is divided into three scales: *Effective communication*, *Identification of needs* and *Customer orientation*. The three scales are designed to find how much a person is able to establish a relation with customers, understanding their needs and communicating with them effectively.

This report is divided into the following sections:

- 1. General Profile:** it reports the results obtained by the individual both in numbers and through the graphic profile.
- 2. Analytical profile of customer support:** it provides a description of the scores obtained by the person at the *Customer Support Test*.
- 3. Strengths and areas to be strengthened:** it highlights the strengths and the areas to be strengthened of the subject.

The descriptions and graphs of the different section of the report refer to the scores obtained by the individual in the questionnaire, which are turned into standardized scores through the comparison with the specific reference regulatory group.

Use of report

The interpretation and organization of the actions that follow the CST results must be planned and supported by skillful experts who knows the test methods as well as the actions to be carried out very well. A lack of competence in this regard may affect seriously the assessment and action work. Any text contained in a computerized report should be considered as one of the possible sources of information to be compared and integrated with other sources: in this case, the interview, other tests, trials and the reference organizational context. The report content is reserved and must be treated in a confidential way, respecting the privacy of the subject.

Furthermore, it is important to consider that:

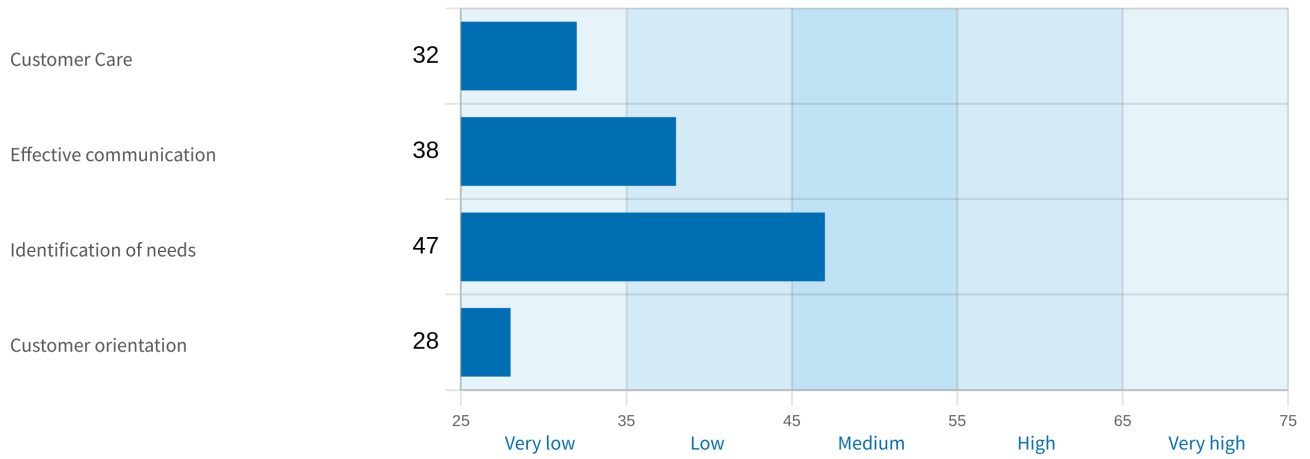
- there are no "right" or "wrong" aspects in the behaviour of an individual: the style of everyone has advantages and disadvantages, but certain aspects are more suitable for specific roles, tasks or activities compared to others;
- the results of a psychometric test as the CST allow to reliable predictions on how the person will behave in a sufficiently wide range of situations.



1. General profile

Scale	T points
Customer Care	32
Effective communication	38
Identification of needs	47
Customer orientation	28

Scores



2. Analytical profile of customer support

Customer Care

The subject shows a definitely low general ability to support customers. In general, therefore, he/she will have a poor tendency to grasp customer needs and will be not much able to deal with them effectively. In particular, we should try to understand if there is a area to be improved more than others. In this regard, see the scores achieved on the three scales.

Effective communication

We are in front of a person who does not seem particularly effective in revealing and acquiring information. Sometimes, he/she communicates some feelings such as nuisance or disapproval to customers, through non-verbal behaviour. These behaviours may be caused by a poor listening ability compared to the context, as well as a poor self-adjustment of non-verbal language.

Identification of needs

It seems that the subject has an average ability to recognize the clear or hidden needs of customers. However, consider that the attention and the focus on customers may be linked even to aspects related to organizational dimensions. For example, a subject who is in an organizational context that requires to be very fast or is characterized by a few employees may have the tendency not to focus on customers in depth in order to avoid lagging behind with his/her work.

Customer orientation

You can note that the subject has a definitely low orientation to customers. This aspect may result in lack of attention to their requests, poor proactivity and, maybe, poor consideration and availability towards customers. He/she may consider a customer's request too much or an activity requiring a certain amount of commitment and attention as dull and heavy. In other words, the subject seems to be not very patient.



3. Strengths and areas to be strengthened

Based on the scores achieved, some tips for any subsequent action and further studies are provided.

Strengths

Since the subject has not achieved high scores, none of the three dimensions assessed by the test appears as a particular strength. This aspect can be investigated by means of other trials, such as an interview or any other test. In fact, through the interview, they can understand better how the individual perceives the organizational context and how he/she sees himself/herself within that context. Instead, the use of other tests allows to understand other dimensions, such as the emotional intelligence (for further clarity, see the handbook on the connection between customer care and emotional intelligence) and personality.



Areas to be strengthened

Among the areas to be strengthened, the subject shows:

- **Effective communication**
- **Customer orientation**

The poor effective communication shown in the test points out some characteristics to be further investigated in a trial based on the relationship (individual interview, group trials), to understand how the subject organizes the management of the information to be acquired and to be provided. Even an in-basket trial may be helpful. In general, the observation of non verbal language is important in such situations, in order to understand thoroughly the communication characteristics of the subject.

The low score achieved in the Customer Orientation scale should be further investigated through an interview and the subsequent possible administration of other tests, including an emotional intelligence scale. In fact, this aspect may depend on several individual and organization variables. The interview could be a valuable source of information to understand how the reference organizational context is perceived by the subject, in order to promote even the assessment of the possible connection between the subject's low customer orientation and the relevant organizational culture.



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