

# CALL INTERVIEW REPORT

CANDIDATE NAME

[REDACTED]

EMAIL

[REDACTED]

POSITION

**Customer Service Agent**

INVITED BY

**Customer Service Agent**

CANDIDATE ID

[REDACTED]

DATE

**May 21, 2026**

CALL DURATION

**3m 33s**



CONSIDER

## EXECUTIVE SUMMARY

[REDACTED] is a highly experienced candidate with over 26 years in industry, demonstrating excellent soft skills and a professional approach to customer conflict. While his notice period is longer than requested, his depth of experience and alignment with shift requirements make him a strong candidate for consideration.

### Key Strengths

Significant industry experience (26+ years)

Strong de-escalation and customer empathy skills

Clear understanding of operational customer service workflows

### Areas of Concern

Long notice period (30 days) versus desired (15 days)

Lack of inquiry regarding the company or role

**Geographic Alignment**

100/100

Candidate's current residential location

**ASSESSMENT**

Candidate confirmed residence in

**Educational Qualifications**

100/100

Minimum educational requirements for the role

**ASSESSMENT**

Candidate holds a Diploma in Computers and Auto Management, exceeding basic requirements.

**Availability and Notice Period**

50/100

Ability to join within the required timeframe

**ASSESSMENT**

Candidate has a 30-day notice period, which exceeds the ideal 15-day requirement.

**Shift Flexibility**

100/100

Comfort with rotational and night shifts

**ASSESSMENT**

Candidate explicitly confirmed comfort with rotational and night shifts.

**Conflict Resolution and Empathy**

95/100

Ability to handle upset customers professionally

**ASSESSMENT**

Demonstrated a mature, patient approach to de-escalation, prioritizing active listening before seeking solutions.

## CONSIDER

Recommendation based on AI analysis

CONFIDENCE SCORE

**High (85%)**

Reasons to Hire	Reasons for Concern
Significant industry experience (26+ years)	Candidate had no questions for the recruiter, suggesting low engagement with the specific role or company.
Strong de-escalation and customer empathy skills	
Clear understanding of operational customer service workflows	

## RECOMMENDED NEXT STEPS

**Invite for a second-round interview to discuss the 30-day notice period and determine if a buyout or earlier start date is negotiable.**

## ASSESSMENT METHODOLOGY

This call interview assessment employs PMaps' proprietary AI technology to analyze candidate responses across multiple dimensions. The system evaluates technical knowledge, communication skills, problem-solving ability, and cultural fit through natural language processing and behavioral pattern recognition. All assessments are designed to be objective, fair, and bias-free.

## SCORING GUIDELINES

Score Range	Rating	Description
90–100	Excellent	Exceptional performance, exceeds all expectations
75–89	Strong	Above average, meets and exceeds most requirements
60–74	Proficient	Satisfactory, meets basic requirements
40–59	Developing	Below expectations, needs significant improvement
0–39	Insufficient	Does not meet minimum requirements

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PMaps provides AI-powered talent assessment services to support organizational hiring decisions. This report represents an analysis of the candidate's interview performance and should be used as one input among multiple factors in the recruitment process. PMaps makes no warranty or representation regarding the accuracy of predictions or recommendations. Final hiring decisions remain the sole responsibility of the client organization. This assessment does not guarantee future job performance or cultural fit.

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