



## LIKHITH Gowda

Status : Pass

Assessment Date : 21-05-2020 10:28:33  
(GMT+05:30)

Performance Level : High 

**9.00**

Your Total  
Score

**10.00**

Assessment  
Score

**4.00**

Cut-Off marks  
(Pass Marks)

**90.00**

Your  
Percentage

**H**

Performance  
Category

This report helps you to  
achieve your targets as per  
below stated objectives:

Improve your conceptual  
understanding

# Performance Categories

Based on the performance of the students, we have framed the following categories to place you in accordance with your performance

## Performance Category Definitions



### Excellent

Outstanding level of performance indicates that the candidate has done excellent work and mastered the concepts.



### High

High level of performance indicates that the candidate has done above average work and mastered almost all the concepts.



### Moderate

Acceptable level of performance indicates that the candidate has done average work and has mastered many of the concepts.



### Low

Needs improvement in performance indicates that the candidate has done and mastered very few or none of the concepts.

## Performance Criteria

PERFORMANCE CATEGORY	Excellent
RANGE	91% to 100% of Max Marks
PERFORMANCE CATEGORY	High
RANGE	81% to 90% of Max Marks
PERFORMANCE CATEGORY	Moderate
RANGE	61% to 80% of Max Marks
PERFORMANCE CATEGORY	Low
RANGE	Below 60% of Max Marks

## Performance Category based on student marks

<b>SECTION (GROUP)</b>	Learn Corporate Telephone Etiquette 1 (Learn Corporate Telephone Etiquette)
<b>EXCELLENT</b> STUDENTS WHO BELONG TO 91 TO 100 PERCENTAGE GROUP	9.10 and above
<b>HIGH</b> STUDENTS WHO BELONG TO 81 TO 90 PERCENTAGE GROUP	8.10 to 9.00
<b>MODERATE</b> STUDENTS WHO BELONG TO 61 TO 80 PERCENTAGE GROUP	6.10 to 8.00
<b>LOW</b> STUDENTS WHO BELONG TO BELOW 60 PERCENTAGE GROUP	Below 6.00
<b>ASSESSMENT</b>	Overall Score
<b>EXCELLENT</b> STUDENTS WHO BELONG TO 91 TO 100 PERCENTAGE GROUP	9.10 and above
<b>HIGH</b> STUDENTS WHO BELONG TO 81 TO 90 PERCENTAGE GROUP	8.10 to 9.00
<b>MODERATE</b> STUDENTS WHO BELONG TO 61 TO 80 PERCENTAGE GROUP	6.10 to 8.00
<b>LOW</b> STUDENTS WHO BELONG TO BELOW 60 PERCENTAGE GROUP	Below and equal to 6.00

### Where do you stand?

<b>SECTION NAME</b>	Learn Corporate Telephone Etiquette 1 (Learn Corporate Telephone Etiquette)
<b>SECTION SCORE</b>	9.00 / 10.00
<b>CATEGORY</b>	H
<b>OVERALL</b>	Overall Score
<b>OVERALL SCORE</b>	9.00 / 10.00
<b>PEFORMANCE CATEGORY</b>	H

## Recommendations and Suggestions

- Based on your overall scores:  
Your overall score falls in the **H** category. Please avoid misconceptions and maintain time properly.
- Based on your section-wise performance:

You seem to be strong in **Learn Corporate Telephone Etiquette 1**. So it is suggested that you attempt **Learn Corporate Telephone Etiquette 1** section first

3. Some general suggestions to optimize your score:

The best performers plan and allocate equal time to each section.

## Overall Performance Analysis

The below table shows section-wise analysis of marks scored by you, time spent by you, your percentage, your accuracy and number of correct, incorrect, unanswered and marked for review questions.

SECTION (GROUP)	Learn Corporate Telephone Etiquette 1 (Learn Corporate Telephone Etiquette)
MARKS SCORED BY YOU	9.00
TIME SPENT BY YOU (IN MINS)	1:48
YOUR SECTION PERCENTAGE	90.00%
YOUR SECTION ACCURACY	90.00%
TOTAL QUESTIONS	10
MAX NO OF QUESTIONS - TO ATTEMPT	10
QUESTIONS ATTEMPTED	10
CORRECT	9
INCORRECT	1
UNANSWERED	0
MARKED FOR REVIEW	0

SECTION (GROUP)	OVERALL	Total
MARKS SCORED BY YOU	MARKS SCORED BY YOU	9.00
TIME SPENT BY YOU (IN MINS)	TIME SPENT BY YOU (IN MINS)	1:48
YOUR SECTION PERCENTAGE	YOUR OVERALL PERCENTAGE	90.00%
YOUR SECTION ACCURACY	YOUR OVERALL ACCURACY	90.00%
TOTAL QUESTIONS	TOTAL QUESTIONS	10
MAX NO OF QUESTIONS - TO ATTEMPT	MAX NO OF QUESTIONS - TO ATTEMPT	10
QUESTIONS ATTEMPTED	QUESTIONS ATTEMPTED	10
CORRECT	CORRECT	9
INCORRECT	INCORRECT	1
UNANSWERED	UNANSWERED	0
MARKED FOR REVIEW	MARKED FOR REVIEW	0

**Note:** *The percentage (%) and accuracy below the prescribed values (60 %) are shown in red color*

Below pie-chart shows section-wise percentage of marks scored

Section-wise marks



# Impact of Incorrect Responses

Below table provides the marks lost due to incorrect responses.

<b>SECTION (GROUP)</b>	Learn Corporate Telephone Etiquette 1(grp1)
<b>NUMBER OF INCORRECT RESPONSES</b>	1
<b>MARKS LOST DUE TO INCORRECT RESPONSES</b>	0
<b>TOTAL SCORE IF INCORRECT RESPONSES WERE NOT MARKED</b>	9
<b>ASSESSMENT</b>	Overall
<b>NUMBER OF INCORRECT RESPONSES</b>	1
<b>MARKS LOST DUE TO INCORRECT RESPONSES</b>	0
<b>TOTAL SCORE IF INCORRECT RESPONSES WERE NOT MARKED</b>	9.00

In order to attempt more accurately, consider the following suggestions while attempting the questions:

1. If you are not able to solve a question correctly or have doubts in your approach towards the solution, skip it for later.
2. Quickly revise the steps for avoiding calculation or casual mistakes.
3. Avoid guesswork.

## Overall Preparedness Analysis

The below table represents the percentage of correct questions achieved at the analysis level.

Conceptual errors, for which you would require more reading and understanding of concepts.

Minor or careless mistakes, for which you would require a more composed and calm approach towards solving the question paper.

## Time Management

Below table shows the time you spent in each section.

<b>SECTION (GROUP)</b>	Learn Corporate Telephone Etiquette 1 (Learn Corporate Telephone Etiquette)
<b>TIME SPENT (IN MINS)</b>	1:48
<b>OVERALL</b>	Total time spent
<b>TOTAL TIME SPENT</b>	1:48

## Recommendations

1. It is essential for each aspirant to plan and schedule time for each section diligently. This is important to score well in each section and ultimately meet the cut-off.
2. This will also help you in attempting all the questions in each section and hence not missing the opportunity to score more.

## Response Change Pattern

Below table provides the number of times you have changed your responses while answering the test and also the nature of those response changes.

<b>SECTION (GROUP)</b>	Learn Corporate Telephone Etiquette 1 (Learn Corporate Telephone Etiquette)
<b>CORRECT TO INCORRECT</b>	0
<b>INCORRECT TO CORRECT</b>	0
<b>INCORRECT TO INCORRECT</b>	0
<b>CORRECT TO UNANSWERED</b>	0
<b>INCORRECT TO UNANSWERED</b>	0
<b>ASSESSMENT</b>	Overall
<b>CORRECT TO INCORRECT</b>	0
<b>INCORRECT TO CORRECT</b>	0
<b>INCORRECT TO INCORRECT</b>	0
<b>CORRECT TO UNANSWERED</b>	0
<b>INCORRECT TO UNANSWERED</b>	0

It is suggested that guesswork should be avoided for any type of response changes. It has been observed that more often than not, guesswork leads to an incorrect response thereby inviting negative marks which in turn has an adverse effect on the overall rank.

You must use your knowledge, observation and elimination skills to arrive at the correct answer.

## Interpretation and Suggestions

- 1. Incorrect to incorrect response change:  
You may need to work more on the concept level, in order to gain confidence.
- 2. Incorrect to correct response change:  
At the first glance you were not very sure about the solution.  
You must spend at least 1 minute per question and if you are not able to reach to the solution, you must revisit the question to enhance your score.  
Perform this response change only when you are confident or have spotted a mistake in the solution of your first response.
- 3. Correct to incorrect response change:  
You are not sure of the solution and have either applied a wrong concept or made a calculation mistake.  
You need to practice more questions on the same concept.
- 4. Correct to unanswered response change:  
You are not sure of the solution  
You need to practice more questions on the same concept.  
Perform this response change only when you are not confident of your solution.  
You must try to spend at least 1 min before leaving it unanswered.
- 5. Incorrect to unanswered response change:  
Your judgment of avoiding negative marks is right.  
You must try to spend at least 1 min before leaving it unanswered.

## Overview: Learn Corporate Telephone Etiquette 1

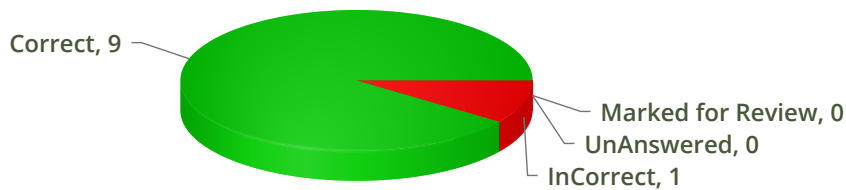
The below table provides your marks in Learn Corporate Telephone Etiquette 1 along with the average marks scored by the others (students who cleared this assessment) and the marks scored by the topper.

MARKS SCORED BY YOU	9.00 / 10.00
YOUR SECTION PERCENTAGE	90.00%
YOUR SECTION ACCURACY	90.00%
TIME SPENT BY YOU (IN MINS)	1:48

**Note:** *The percentage (%) and accuracy below the prescribed values (60%) are shown in red color*



## Question wise Analysis












 Correct  InCorrect  UnAnswered  Marked for Review

## Performance Analysis: Learn Corporate Telephone Etiquette 1

1. The below table analyzes your performance at question level
2. It highlights conceptually strong and improvement areas within the section and areas that require reinforcement of concepts.
3. The accuracy of the response to each question and time spent are correlated and interpreted in terms of expert advice on preparedness level.

## Question wise details

Please click on question to view detailed analysis

 = Not Evaluated	 = Evaluated	 = Correct	 = Incorrect
 = Not Attempted	 = Marked for Review	 = Answered	 = Correct Option
 = Your Option			

Question Details

✓ Q1. What is the appropriate way of placing a call on hold?

Status : **Correct**

Options :

1. Can you hold the line?
- ✓ 2. May I place your call on hold for a minute please?
3. Hold on!
4. Just a second!

Timespent (in sec): 8 | Correct to Incorrect: 0 | Incorrect to Correct: 0 | Incorrect to Incorrect: 0 |  
Correct to unanswered: 0 | Incorrect to unanswered: 0 |  
Comments: **You are on the right preparation track on this topic.**

✗ Q2. Which of the following sentences are correct?

Status : **Incorrect**

Options :

- ✓ 1. One must identify himself/herself at the beginning of the call.
- ✗ 2. One must directly get to the point.
- ✓ 3. One must provide correct and relevant information to the caller or receiver.
4. One must leave the caller on hold for long in order to gather correct information.

Timespent (in sec): 15 | Correct to Incorrect: 0 | Incorrect to Correct: 0 | Incorrect to Incorrect: 0 |  
Correct to unanswered: 0 | Incorrect to unanswered: 0 |  
Comments: **You have most probably committed a numerical or conceptual mistake or you would have guessed the answer.**

✓ Q3. When responding to a caller, the receiver should\_\_\_\_\_.

Status : **Correct**

Options :

1. Be blunt.
- ✓ 2. Be courteous while answering the call.
- ✓ 3. Borrow time to look up for the information needed.
4. Tell the caller that he/she needs to wait.

Timespent (in sec): 18 | Correct to Incorrect: 0 | Incorrect to Correct: 0 | Incorrect to Incorrect: 0 |  
Correct to unanswered: 0 | Incorrect to unanswered: 0 |  
Comments: **You are on the right preparation track on this topic.**

✔ Q4. What is important while taking down a message?

Status : **Correct**

Options :

- 1. Keep stationery ready.
- 2. Write in neat and clean handwriting.
- 3. Verify the details of the contact person.
- ✔ 4. All of the above.

Timespent (in sec): 8 | Correct to Incorrect: 0 | Incorrect to Correct: 0 | Incorrect to Incorrect: 0 |  
Correct to unanswered: 0 | Incorrect to unanswered: 0 |  
Comments: **You are on the right preparation track on this topic.**

✔ Q5. What should be avoided while being on a call?

Status : **Correct**

Options :

- ✔ 1. Listening to music.
- 2. Paying attention to the caller carefully.
- 3. Don't be distracted at all.
- 4. Note down important points of the call.

Timespent (in sec): 9 | Correct to Incorrect: 0 | Incorrect to Correct: 0 | Incorrect to Incorrect: 0 |  
Correct to unanswered: 0 | Incorrect to unanswered: 0 |  
Comments: **You are on the right preparation track on this topic.**

✔ Q6. A voice mail message must be \_\_\_\_\_.

Status : **Correct**

Options :

- 1. Polite and professional.
- 2. Clear and understandable.
- 3. Not be lengthy.
- ✔ 4. All of the above.

Timespent (in sec): 11 | Correct to Incorrect: 0 | Incorrect to Correct: 0 | Incorrect to Incorrect: 0 |  
Correct to unanswered: 0 | Incorrect to unanswered: 0 |  
Comments: **You are on the right preparation track on this topic.**

✔ Q7. The following should not be used while on the call.

Status : **Correct**

Options :

1. Plain and simple terms.
2. Professional courtesies.
- ✔ 3. Jargons and slangs.
4. None of the above.

Timespent (in sec): 7 | Correct to Incorrect: 0 | Incorrect to Correct: 0 | Incorrect to Incorrect: 0 |  
Correct to unanswered: 0 | Incorrect to unanswered: 0 |  
Comments: **You are on the right preparation track on this topic.**

✔ Q8. What phrases can be used while a message for a client?

Status : **Correct**

Options :

1. "Tell Ram I called."
- ✔ 2. "Please ask Mr. Ram Kapoor to call me back!"
3. "Ask Ram to call me back."

Timespent (in sec): 14 | Correct to Incorrect: 0 | Incorrect to Correct: 0 | Incorrect to Incorrect: 0 |  
Correct to unanswered: 0 | Incorrect to unanswered: 0 |  
Comments: **You are on the right preparation track on this topic.**

✔ Q9. What phrases can be used while facing connection errors?

Status : **Correct**

Options :

1. "Call later. The line has some disturbance."
2. "Speak loudly. I can't hear you."
- ✔ 3. "I'm afraid the line has some problem. Could I call you back?"

Timespent (in sec): 11 | Correct to Incorrect: 0 | Incorrect to Correct: 0 | Incorrect to Incorrect: 0 |  
Correct to unanswered: 0 | Incorrect to unanswered: 0 |  
Comments: **You are on the right preparation track on this topic.**

✔ Q10. For a good first impression \_\_\_\_\_

Status : **Correct**

Options :

1. Be attentive.
2. Be soft and polite.
3. Be expressive.
- ✔ 4. All of the above.

Timespent (in sec): 7 | Correct to Incorrect: 0 | Incorrect to Correct: 0 | Incorrect to Incorrect: 0 |  
Correct to unanswered: 0 | Incorrect to unanswered: 0 |  
Comments: **You are on the right preparation track on this topic.**

# Your Response Change Pattern: Learn Corporate Telephone Etiquette 1

The below table provides the number of times you have changed your responses to the Learn Corporate Telephone Etiquette 1 questions and also the nature of those response changes.

<b>CORRECT TO INCORRECT</b>	0
<b>INCORRECT TO CORRECT</b>	0
<b>INCORRECT TO INCORRECT</b>	0
<b>CORRECT TO UNANSWERED</b>	0
<b>INCORRECT TO UNANSWERED</b>	0

## Error Identification and Rectification: Learn Corporate Telephone Etiquette 1