Candidate performance dossier

Example Client Company

Assessment delivered by Verbtext

ILLUSTRATIVE SAMPLE | FICTIONAL DATA | NOT A REAL CANDIDATE

01 / Candidate overview

Priya Sharma (fictional) | International customer support

Example assessment: Voice & Accent, Chat, Email and Typing

Illustrative status: completed; hiring decision pending employer review.

02 / Performance summary

Pronunciation 78 / 100



Fluency 74 / 100



Grammar 81 / 100



Listening 85 / 100



Estimated English band: B2 (illustrative; not an official CEFR certificate).

Chat: 82/100 | Email: 79/100 | Typing: 42 WPM, 97% accuracy

03 / Review notes

Sample strengths: clear acknowledgement, structured explanations and professional tone.

Sample development areas: reduce pauses and provide a precise next-step timeframe.

Audio quality and browser-integrity signals require human interpretation. No assessment guarantees job performance or hiring outcomes.

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04 / Voice response evidence

Prompt: A customer is worried about a delayed refund. Acknowledge the concern and explain how you would help.

Illustrative candidate response: "I understand why the delay is worrying. Let me check your refund reference and confirm its status. I will explain the next step and when you can expect an update."

Measured example: 138 words/minute | 2 long pauses | usable recording.

Example feedback: Good acknowledgement and a clear action. State a confirmed timeline after checking the account; avoid promising an unverified refund date.

05 / Chat simulation

Customer: I was charged twice and I need my money back.

Agent: I understand your concern. I will compare the transaction references and check whether the second charge is pending or settled.

Customer: When will I know?

Agent: I will confirm the status after checking the account and explain the applicable next steps.

Illustrative dimensions: Resolution 80 | Empathy 84 | Grammar 86 | Professionalism 82.

06 / Email writing

Illustrative ticket: A customer requests an update on a delayed delivery.

Illustrative response: "Thank you for contacting us. I understand the delay is inconvenient. I will review your order tracking and confirm the latest update. If the delivery window has passed, I will explain the available next steps."

Example feedback: Clear structure and courteous tone. Include the verified delivery date and a specific follow-up commitment.

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07 / Typing evidence

Illustrative timed passage: customer-support operational text, 120 seconds.

Net speed: 42 WPM | Accuracy: 97% | Example target: 30 WPM and 90% accuracy.

08 / Integrity and reliability

Illustrative browser signals: no recorded focus-change flags. These signals are not proof that external assistance was absent.

Camera snapshots apply only in verified mode and remain private. This sample contains no photographs or audio files.

If audio is unusable, flag Retest Required / Not Scorable. If automated language analysis is incomplete, retain measured evidence for human review without inventing a CEFR band.

09 / Recruiter decision record

Review outcome: pending employer decision.

Recruiter feedback: _____

Next interview round: _____

10 / Data and usage

All names, transcripts, scores and company details in this PDF are invented examples. They demonstrate a dossier format and are not evidence of a validated real assessment.

Real reports are private and available only to authorised reviewers. Downloaded dossiers must be protected and shared only for legitimate hiring purposes.

Assessment records: up to 24 months after last activity, subject to applicable law and privacy requests.