



Virtual Customer Simulation – Serviceville

Training Needs Analysis

List Statistics

Total Participants — **15**

Average Score — **74**

Skill Detail

This section lists each of the skills measured in Virtual Customer Simulation - Serviceville, along with the number and percentage of individuals within each skill performance level (i.e., Low, Medium, High). This information can be used to target specific training needs within your organization, thereby increasing training effectiveness.

Skill	Low	Medium	High
Friendliness	2 (13%)	3 (20%)	10 (67%)
Conscientiousness	6 (40%)	6 (40%)	3 (20%)
Problem Solving	5 (33%)	7 (47%)	3 (20%)