chatAssess
Embedding assessment into instant messaging

Gamified communications

chatAssess is a customisable, psychometric communications game. This powerful situational judgement tool is designed to be like the instant messaging interfaces of WhatsApp or Facebook Messenger and assesses a candidate's strengths, personality and abilities. *chatAssess* can be customised to suit any role, at any level, in any organisation. The 6 to 15 minute assessment is used to support early screening or to recruit graduates and interns. *chatAssess* is optimised for smartphones as well as working seamlessly on tablets, laptops and desktops.

Benefits

chatAssess allows companies to integrate reliable and robust psychometric tests and situational judgement elements into an engaging and real-feel environment.

❯ **Quality**—Takes the power of a custom-designed SJT and embeds it into a real-time instant-messaging simulation.

❯ **Efficiency**—Measures the strengths, personality and cognitive abilities required in any role, as well as a candidate's social skills, their conscientiousness and their ability to organise themselves and manage pressure.

❯ **Customisation**—Fully customisable to client branding.

❯ **Engaging**—Familiar format as an instant messenger that appeals to candidates who are comfortable with smart devices and chat platforms.
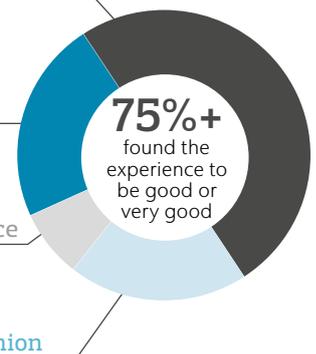
Applicants have a positive user experience with chatAssess.

Good experience

Very good experience

Bad experience

75%+ found the experience to be good or very good

No strong opinion

❝❝ Enjoyed the experience of making decisions and thinking with business background.

❝❝ Very exciting. Unique assessment that is unlikely to be used by other employers.

❝❝ It was very engaging and simulated what could happen in a work environment.

AON
Empower Results®

What makes chatAssess different?

chatAssess resembles a popular messenger service for smartphones. This format makes it attractive, engaging and realistic to candidates. During the assessment, candidates receive incoming instant messages from 'colleagues' with specific questions or requests for advice. In real-time, the candidate selects a text message response from predefined replies. *chatAssess* reacts to each response and sends back another message from the same 'colleague'. The different 'colleagues' will often face different issues or challenges and the candidate must prioritise the tasks and manage all commitments under pressure. From a user-experience perspective, *chatAssess* appeals to millennials and early-career candidates by providing a conversational interaction in a familiar format.

Why use chatAssess?

In many Situational Judgement Tests (SJT), the situations encountered do not feel 'real' to candidates, thus reducing user acceptance and compromising test validity. Also, the available responses may not feel natural to candidates, who can become confused about whether to answer 'what they would do' or 'what they think is the right thing to do'. With this in mind, our chat assessment was created to be a valid and immersive SJT that would be both realistic and fun to complete.

How does chatAssess assist organisations?

chatAssess can be used before or in conjunction with personality or ability tests to enrich the selection process for any organisation and every function. *chatAssess* provides additional insight into a candidate's behaviour and how they are likely to react when faced with job-relevant scenarios. Like a Realistic Job Preview, this can inform the candidate about issues and challenges likely to arise in the role for which they applied.