

INTERVIEW REPORT

Abhay Singh

Agentic AI Interview for Interviewer Evaluation (Futuremug)

✓ Completed

🕒 Fixed Datetime

📊 AVERAGE



OVERALL SCORE

AVERAGE

6.5 / 10



Overview



Overall Summary

The candidate displayed a solid background in customer experience operations, process automation, and metric-driven improvement. Throughout the interview they provided concrete examples of RPA-driven chatbot deployment, dashboard creation, and SLA prioritisation, illustrating both analytical and problem-solving capabilities. While the content was relevant, the delivery was occasionally unfocused, and deeper technical detail was missing, suggesting room for improvement before taking on a senior interviewing role.



Recommendation

AVERAGE

Proceed with hiring; the candidate is suitable for the interviewer role with a focus on mid-level CX manager assessments, but consider a brief onboarding session to refine communication style.



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Recruiter Guidance

Abhay Singh: **AVERAGE**. Proceed with hiring; the candidate is suitable for the interviewer role with a focus on mid-level CX manager assessments, but consider a brief onboarding session to refine communication style.



Score Breakdown



Insights

Strengths

-  Demonstrates strong operational leadership with a data-driven mindset, consistently referencing measurable improvements such as reduced call abandonment and increased CSAT scores.
-  Shows solid experience in process automation and dashboarding, having built custom Power BI and Freshdesk reports to monitor key performance indicators.
-  Able to design interview structures and scenario-based questions, indicating an understanding of how to assess candidate competencies effectively.

Areas of Improvement

-  Communication is occasionally hampered by filler words and rambling, which can obscure key points and reduce clarity for listeners.
-  Technical explanations of the RPA/chatbot implementation lack depth; more concrete architectural details and exact ROI figures would strengthen credibility.
-  Answers sometimes drift without directly addressing the interviewer's prompt, leading to partial relevance and missed opportunities to showcase expertise.

Risk Flags



Potential communication clarity issues due to filler language



Limited deep technical detail on RPA implementation may affect credibility in highly technical interview scenarios



Skill Breakdown

> Technical Skills

Process Automation (RPA/Chatbot)

4.0 / 10



Led a chatbot automation project that reduced call abandonment, improved CSAT by ~20% and lowered operational cost per agent by 25-30%.

Dashboarding & Reporting (Power BI, Freshdesk)

4.0 / 10



Built custom dashboards to track real-time metrics such as AHT, FCR, and CSAT, enabling rapid corrective actions.

Customer Experience Metrics (CSAT, NPS, AHT, FCR)

4.0 / 10



Consistently used these metrics to set targets, monitor outcomes, and demonstrate impact of process changes.

ROI & Cost Savings Analysis

3.5 / 10



Provided cost-per-agent reduction figures and break-even timeline, though exact financial calculations were not fully detailed.



Behaviour Skills

Communication

3.5 / 10



The candidate conveyed ideas and provided relevant details but relied heavily on filler words and occasional rambling, which reduced overall clarity.

Industry Awareness

4.0 / 10



Demonstrated awareness of multiple domains (fintech, travel, edtech) and current CX metrics, indicating a broad industry perspective.

Engineering Mindset

3.5 / 10



Showed a systematic approach to automation and metric tracking, though technical depth on implementation specifics was limited.

Attitude

4.0 / 10



Exhibited enthusiasm, ownership, and a proactive stance when discussing projects and interview design.

Team Work

4.0 / 10



Described effective collaboration with product, tech, and support teams, and led cross-functional initiatives such as team split for upselling.

Problem Solving

4.0 / 10



Identified operational bottlenecks, reprioritised SLAs, and implemented automation that yielded measurable cost and efficiency gains.

Analytical Skill

4.0 / 10

Leveraged dashboards and KPI analysis to monitor performance, drive improvements, and calculate ROI, reflecting strong analytical capability.



Questions & Answers

No question-and-answer breakdown is available for this interview.



Recording



Interview Recording

✔ Completed

Completed: Jun 18, 2026, 02:36 PM

The full audio-video recording opens in your browser via the secure link below.

Open / download recording



Security Detections



SECURITY EVENTS

3

events detected



REVIEW NOTE

These browser security signals are review indicators only. Evaluate them together with the interview recording. The detailed event log is available on the online report.

DETECTED EVENT TYPES

Mouse left window x2

Window focus lost x1