

## Result Management



Result Management includes end-to-end process for results planning, processing, review at different levels, and delivery of post exam reports to the customers.

Post exam phase deals with the activities performed post exam completion, which consists of submission of candidate response sheets, handling of objections raised by candidates on the questions and their correctness, results preparation & submission, responding to candidate complaints & RTI queries post result declaration.

### Key Features

- Secured delivery of results as per customer specific requirements.
- Stringent quality checks with maker-checker mechanism.
- Customized post exam reports to enable decision-making for the Senior Management.
- Scalable publishing of results with state-of-the art APIfication.
- Standardized information release to internal/external customers.

## Solutions



### Results Delivery through API

Results are extremely sensitive and confidential, requiring a high degree of security and a scalable medium. Application Programming Interface (API) usage in results submission enables reduction in manual transmission errors and improves the speed for high volume data.



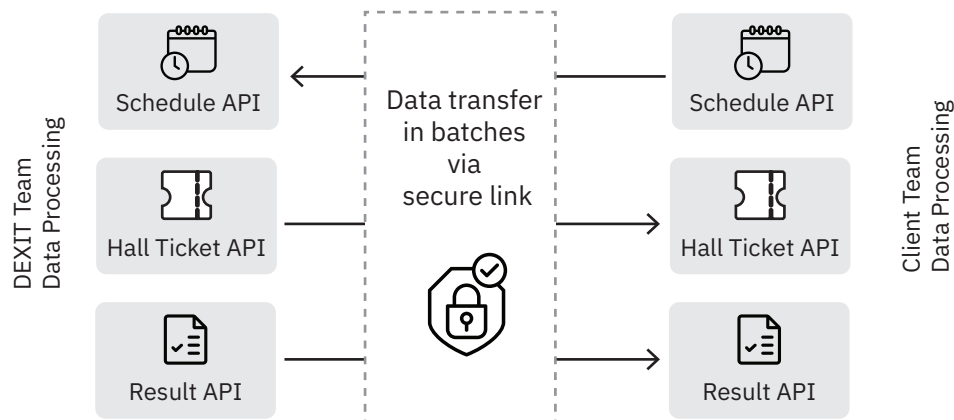
### Post Exam Analytics

Analysis provides valuable insight to stakeholders, enabling quick decision-making. It enables customers (both internal & external) to take preventive measures where there are perceived risks. Customized reports provide value-addition to customers in ascertaining the difficulty level of questions, understanding candidate behavior, demographic trends and geographical patterns.

## Benefits

- ✓ Zero errors in results delivery eliminating Customer/candidate complaints.
- ✓ On-time delivery of results resulting in seamless admissions of candidates to courses, timely certification adherence and faster recruitment of candidates.
- ✓ Post exam analysis on answering patterns helps to detect abnormal candidate behaviour which can help in detection of unfair practices.
- ✓ Question-wise Alternative Analysis report enables re-visiting of question paper/pattern and enhance/reduce the difficulty level of questions.

## Process Flow



## Long Term Focus

1. Real-time answering pattern analysis to detect abnormal behavior.
2. Usage of automated tools to conduct Quality Checks reducing manual dependency.
3. Customized analytics to add value to our customers and provide them with a competitive edge.
4. Enhanced operational efficiency resulting in speedier and error-free delivery of results.

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