WHY DO AT&T AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people’s skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE CUSTOMER SERVICE ASSESSMENT (CSA)?

The CSA is composed of three modules: Core/Service, Sales, and Collections. Each module contains a structured set of questions designed to assess various job-related skills and abilities. The purpose of these questions is to evaluate your readiness to function in Customer Service, Sales, or Collections types of jobs. The specific assessment module(s) you will be required to take will be determined by the particular job title for which you are applying. Here is a brief description of what is assessed by each module.

<table>
<thead>
<tr>
<th>Core/Service</th>
<th>Sales</th>
<th>Collections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skill and ability to provide customer service, including dealing effectively with customers and affinity for customer service work.</td>
<td>Sales skill and ability, including understanding of customer needs, working to provide effective solutions and affinity for sales work.</td>
<td>Skill and ability perform collections activities, including working to provide effective solutions and affinity for collections work.</td>
</tr>
</tbody>
</table>

During the assessment you will be asked questions about how you handled situations or solved problems in the past. An example of a typical question is, “Tell me about a time when you solved a problem in a way that particularly pleased a customer.”

You may also be asked to describe how you would handle hypothetical situations. An example of a typical question is, “Suppose a customer called complaining about a product she purchased from your company through the phone. She received the wrong product. How would you handle this situation?”

Finally, you may also be asked to role play the part of a customer contact employee. An example of a role play would be that you are asked to take on the role of a customer contact employee who sells AT&T products and services to customers. During the role play, you would be given information concerning these products and services, and the assessor would take on the role of the customer you are selling to.

The Customer Service Assessment process takes approximately 60 minutes.

AT&T Midwest only: If you are testing for a bilingual position, the CSA Sales module is administered in that language (Spanish or Polish).

WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

Experience on the job is not essential to perform successfully in the assessment. Although some of the questions refer to Sales/Service/Collections job functions, the information is discussed at a general level. Therefore, specific experience in a certain job function is not required to effectively answer the assessment questions. In many cases, you may refer to and explain experiences you gained outside of work (e.g., in school, community organizations, etc.) that pertain to the question at hand.
During the assessment, try to answer questions to the best of your ability. What counts is how you approach the question, your reasoning in answering the question, and the application of knowledge and experience.

If you are testing for a bilingual position, you may want to check into language courses that may be available through local schools and universities or check the language section of libraries or local bookstores for improvement, self-help, or tutoring courses.

When you are scheduled for the CSA, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the assessment begins and be sure you understand the format of the CSA.

FOR EMPLOYEES ONLY: You may contact the AT&T Self Development Resource Center located on HROneStop at http://hronestop.att.com >> Your Career >> Self Development >> Test Preparation to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT CAN I DO TO PERFORM MY BEST ON THE ASSESSMENT?

- Think about your background and experience before going to the assessment, and be prepared to discuss them in detail.
- Listen to the questions and be sure you understand exactly what is asked.
- Think through your answer before responding to each question.
- Answer questions directly and to the point – discuss only the facts needed to satisfy the question.

RETEST INTERVALS

If it should happen that you do not qualify on the CSA, you may initially retest after six months. Subsequent retests are at one-year intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the CSA qualifies you for possible placement into jobs requiring the assessment. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

AT&T and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA) and other Federal and State laws that specifically assist individuals with disabilities. If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.