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 SIMULATION (CSSP)?

The CSSP is a role-play in which candidates will assume the role of a Customer Service Representative and interact with a team of professional assessors who will evaluate candidate performance during the exercises.

You will be involved in exercises that are designed to simulate many of the situations, problems, and challenges faced by employees performing these jobs. You will need to determine and analyze problems, make decisions, formulate solutions, and communicate with others over the telephone.

The total test time is an hour and a half: 30 minutes for the orientation and 60 minutes for the role-play. Candidates will receive a score of either Q (qualified) or NQ (not qualified) for the simulation.

WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

When you are scheduled for the CSSP, you will be given a specific time to report to the assessment location. You must arrive at the location 30 minutes before your scheduled simulation time. At this time, you will be provided with the Candidate Information Sheet and the Candidate Instructions. Review this Test Information Pamphlet and be prepared for the assessment by bringing your glasses, etc. Ask questions before the assessment begins and be sure you understand the format of the CSSP.

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.

RETEST INTERVALS

If it should happen that you do not qualify on the CSSP, you may retest 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 CSSP 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.