



CUSTOMER ASSOCIATE SIMULATION (CAS) TEST GUIDE

WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple...if you succeed in your role, then we succeed as a company.

WHAT IS THE CUSTOMER ASSOCIATE SIMULATION (CAS)?

The CAS is a role-play exercise (conducted over the telephone) which assesses important abilities for the Customer Associate position. This exercise measures the ability to:

- ❖ Ask probing questions of customers, obtain relevant information through questions and discussion, and to identify needs of customers who are interested in a service.
- ❖ Analyze options available to a customer and to recommend an appropriate plan.
- ❖ Analyze a set of facts and data (such as usage patterns) and to make recommendations on which the customer can make a decision.
- ❖ Courteously and patiently explain services to customers.
- ❖ Orally communicate complete and accurate information about services to customers in order for them to understand what is being offered.
- ❖ Read and understand written material pertaining to services in order to provide information to a customer.
- ❖ Accurately transfer information to paper documents and to verify information gathered during discussions.

The simulation is designed so that you will assume the role of a Customer Associate in a fictitious telephone company called Western Telephone. Your task in this exercise is to respond to a telephone call from a trained supervisor (who is playing the role of a customer) and to carry out functions of a Customer Associate. All the materials needed to carry out this exercise will be provided.

The total recommended time is 45 minutes, 30 minutes for preparation and 15 minutes for the role-play.

WHAT CAN I DO TO PREPARE FOR THE TEST?

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. Materials are provided with complete and specific instructions for role-playing. There are no specific materials you should study beforehand in order to prepare yourself. However, if you pay close attention to the supplied instructions and information, you will greatly increase your chances of performing well and displaying your aptitude for the job.



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HOW WILL THIS TEST BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your testing session. 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. You may want to bring a jacket or a sweater in case the temperature in the testing location is not to your liking. Feel free to ask questions before the test begins, and be sure you understand the format of the CAS.

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

- ✓ *Relax.* Be yourself and deal with the customer in your own, natural manner.
- ✓ Bear in mind that you are expected to *adapt to different types of people* and deal with others in a socially adept manner.
- ✓ Your communication skills will be assessed, so you should *speak clearly and naturally*. Try to avoid sounding stifled or artificial.
- ✓ *Get in the role of the job incumbent and stay in this role.* Just as you are in this role, so are the assessors, so play along even when it feels artificial. Once the exercise starts, the assessors will be in role and will stay in role. As a result, you won't be able to ask them questions about how to proceed or what you should be doing.
- ✓ *Read the background materials carefully and use them appropriately in the exercises.*

RETEST INTERVALS

If you do not qualify on the CAS, do not be discouraged. Perhaps, this would indicate that this position is really not the best match for you. Who knows – perhaps a better, more closely matched opportunity awaits you. If you feel strongly that this is the right position for you, then you may retest at six-month intervals. However, please note that 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

When you succeed in your job, AT&T succeeds as a company! Successful completion of the CAS qualifies you for possible placement into jobs requiring this test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

Thank you for your interest in starting (or expanding) your career at AT&T!

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.