



CALL CENTER AUDITION (CC AUDITION) TEST GUIDE

WHY DO AT&T AND ITS AFFILIATES TEST?

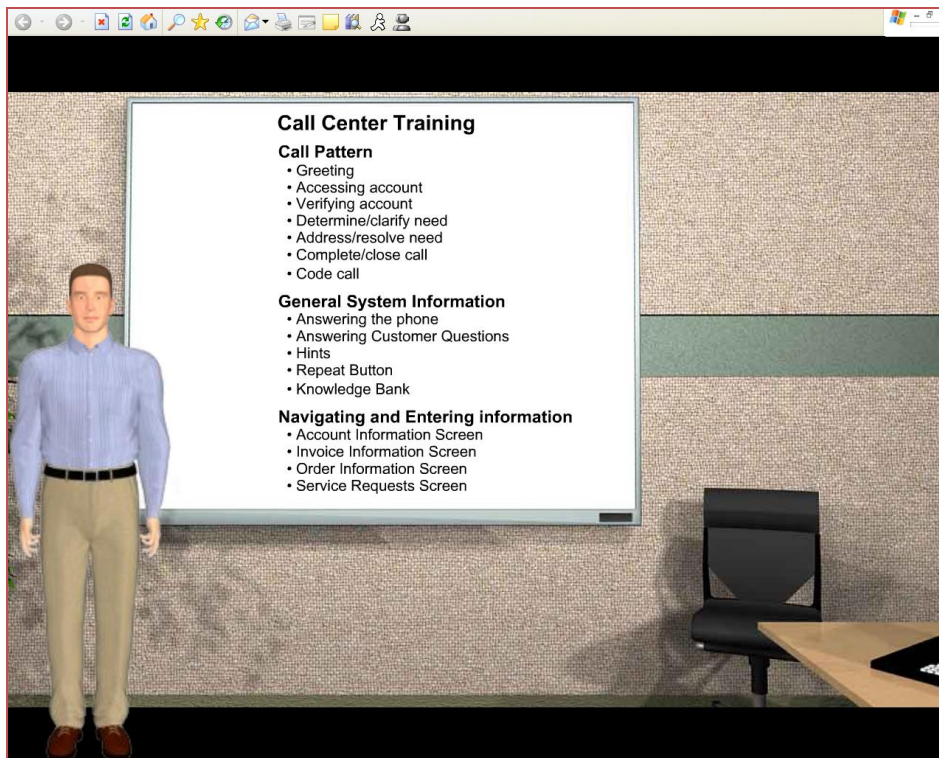
At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right 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 CALL CENTER AUDITION (CC AUDITION)?

The Call Center Audition (CC Audition) test is a predictor of a variety of job behaviors, such as customer service skill and the ability to use a computer. The test consists of a computerized job simulation. The test is timed.

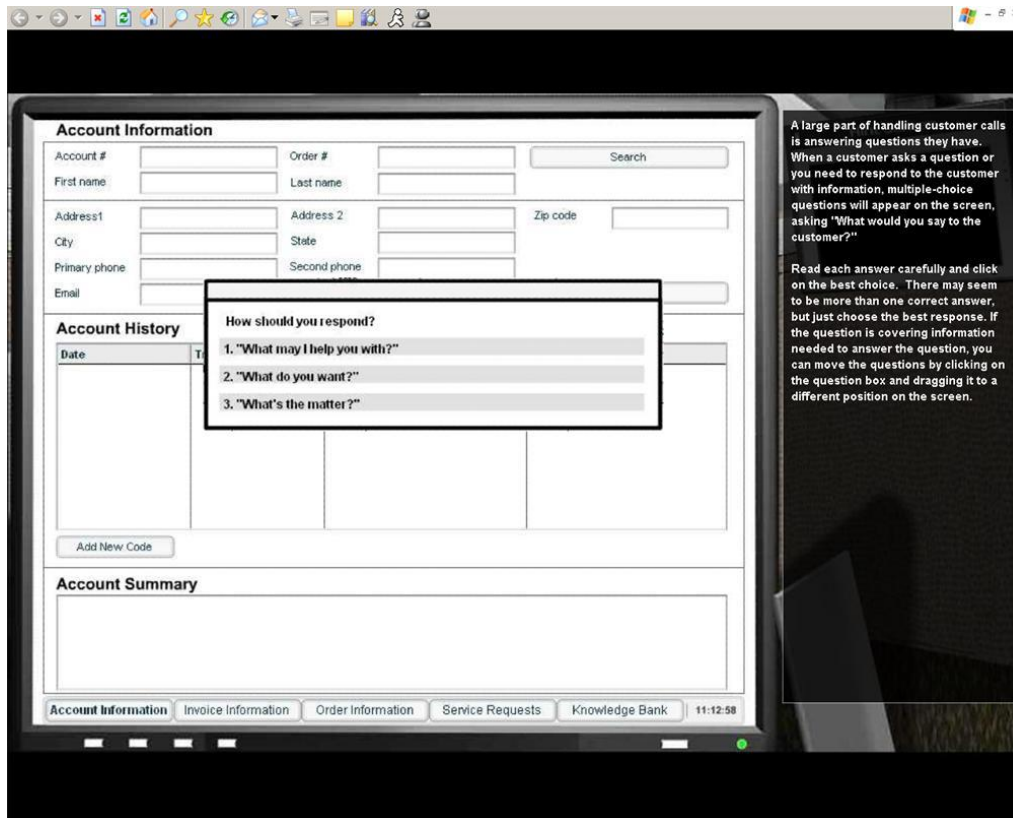
WHAT CAN I EXPECT TO SEE ON THE TEST?

The following two images are screen shots from the instructions to the test. They are what you will see during the introduction of the test and should give you an idea of what the assessment looks like.





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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. There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and demonstrating your suitability for the job.

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 CC Audition.



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

Experience on the job is not essential to perform successfully on this test. When taking the test you should:

- ✓ Think about your background and experiences.
- ✓ Read the questions carefully.
- ✓ Think through your answer before responding to each question or taking each action.

It is important that you answer the test questions accurately. Providing candid answers will ensure the best fit with the job.

RETEST INTERVALS

If you do not qualify on the CC Audition, 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 in six-months. 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 CC Audition 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.