



CUSTOMER CONTACT INTERACTIVE ASSESSMENT (CCIA) 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 CONTACT INTERACTIVE ASSESSMENT (CCIA)?

The CCIA is a computer administered assessment. It requires candidates to perform tasks similar to those performed by customer contact employees in training and on the job.

The CCIA assesses the ability to:

- ❖ use a computer,
- ❖ follow written instructions,
- ❖ speak clearly,
- ❖ listen to customer information, and
- ❖ enter data accurately.

During this assessment, candidates take on the role of a customer contact employee handling calls for a telecommunications company. The candidate interacts with simulated customers using a computer workstation. This workstation includes a monitor, keyboard, mouse, and headset with earpiece and microphone. A tutorial is provided that includes instructions and practice calls to prepare you for the test.

During the tutorial and test a script is provided on the computer screen. This script guides the interaction between a simulated customer and the candidate. The interaction begins with the candidate reading the introduction from the script out loud, while speaking into the microphone on the headset. The computer generates the customer voice which is heard through the headset. The candidate controls the scripted interaction with the customer using a mouse. The interaction between the candidate and the customer continues until the call is completed.

The candidate must enter data based on what the customer says during the call. This information must be entered quickly and accurately. There will be multiple data entry screens in the test. The candidate will need to select the appropriate screen used for each call.

The CCIA contains 3 practice calls and 3 test calls. The entire assessment takes approximately 45 minutes.



CUSTOMER CONTACT INTERACTIVE ASSESSMENT (CCIA) TEST GUIDE

WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

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. It is important you understand how to use a computer. The CCIA assesses basic computer skills, such as using a mouse, working in multiple windows, data entry, and scrolling. Acquiring these skills through work experience, coursework, or independent study is the best way to prepare for the test. You may want to check into basic computer courses available through local schools or colleges. Independent study materials may be found at your local library, bookstore, or computer software store. Keep in mind that completion of coursework or independent study will not guarantee that you pass the test.

With the exception of basic computer skills, all information necessary to complete the CCIA is provided through the tutorial. There are no specific materials you should study in order to prepare yourself. However, you may want to practice data entry by listening to someone provide you with information while you're typing and entering the information into a computer system. It may also be helpful to prepare for the verbal interaction by reading out loud, making sure that you speak clearly. When taking this test, if you pay close attention to the instructions and information provided, you will increase your chances of performing well.

HOW WILL THIS ASSESSMENT BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your assessment session. Try to arrive at the location at least 15 minutes before your scheduled assessment time to give yourself time to relax before the assessment begins. You may want to bring a jacket or a sweater in case the temperature in the assessment location is not to your liking. Feel free to ask questions before the assessment begins, and be sure you understand the format of the CCIA.

RETEST INTERVALS

If you do not qualify on the CCIA, 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 initially retest after six-months. Subsequent retests are at one-year 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.



CUSTOMER CONTACT INTERACTIVE ASSESSMENT (CCIA) TEST GUIDE

SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the CCIA 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.