



CUSTOMER SERVICE ASSESSMENT (CSA) 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 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.

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

During the assessment you will be asked questions about how you handled situations or solved problems in the past. You may also be asked to describe how you would handle hypothetical situations. Finally, you may also be asked to role play the part of a customer contact employee. 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 EXPECT TO SEE ON THE ASSESSMENT?

SAMPLE QUESTIONS

Here is a list of some sample questions. Please note that questions included in this list are not used in the AT&T assessment process. Doing well on the sample questions does not guarantee successful performance in any portion of the assessment process.



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- ❖ Tell me about a time when you solved a problem in a way that particularly pleased a customer.
- ❖ Describe a time when a customer got angry with you. How did you react? How did you resolve the situation?
- ❖ 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?"

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.

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. The best way for you to succeed on a given test is to adequately prepare.

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.

HOW WILL THIS ASSESSMENT 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 CSA.



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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 you do not qualify on the CSA, 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.

SUMMARY

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