



CUSTOMER SERVICE ASSESSMENT – FIELD (CSAF) 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 – FIELD (CSAF)?

The CSAF is a structured set of questions designed to assess various job-related skills and abilities such as communication, and dealing with customer requests and concerns, etc. The purpose of these questions is to evaluate your readiness to function in a customer service job.

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. The Customer Service Assessment-Field process takes approximately 45 to 60 minutes.

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.

- ❖ Tell me about a time when you solved a problem in a way that particularly pleased a customer.
- ❖ Suppose a customer complained about a service she purchased from your company. She was having difficulty with the service. How would you handle this situation?

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 questions refer to customer service job functions, the information is discussed at a general level. In many



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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.

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 CSAF.

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 CSAF, 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.



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SUMMARY

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