



CUSTOMER SERVICE REPRESENTATIVE (CSR) 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 REPRESENTATIVE (CSR) TEST?

The Customer Service Representative (CSR) test is a predictor of a variety of job behaviors, such as dependability, customer service, problem solving, and the ability to use a computer. The test consists of three sections. One section is timed.

The test sections are:

- ❖ Opinions and Attitudes
- ❖ Problem Solving
- ❖ Job Simulation (timed)

The CSR test consists of 175 multiple-choice questions that ask you to indicate your level of agreement with statements, and to select the best option in certain job-related scenarios. Part of the test involves completing a timed, computer-based call center simulation. The entire test takes approximately 80-90 minutes.

WHAT CAN I EXPECT TO SEE ON THE TEST?

The test will contain questions about your background, job experience, and your judgments about situations. In addition, there will be questions pertaining to your opinions, preferences, and attitudes. There also are verbal and math problem solving questions. The following list of questions provides an example of items that you might see on the test. They're not actual test questions, but should serve to give you a general idea of the types and format of questions.

I am comfortable dealing with upset customers.



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- a) Strongly Agree
- b) Agree
- c) Neither Agree nor Disagreed.
- d) Disagree
- e) Strongly Disagree

Sometimes the best part of a job is working with other people, because:

- a) I like being able to talk about my problems with others.
- b) Coworkers contribute to my task completion.
- c) Social networking can be useful for my career.
- d) Coworkers provide a distraction from the daily routine.

Which **one** of the following words best describes you?

- a) Outgoing
- b) Reliable
- c) Clever

One out every five people will want to update their account information. Out of 180 callers, how many people will want to make updates?

- a) 36
- b) 37
- c) 38
- d) 39
- e) 40

Imagine you are working as a customer service representative at a department store. You are confronted by a customer who is frustrated because some clothing they've recently purchased had a stain on it. Which of the following options would you choose to use as your response:

- a) Take their stained item and replace it with the same, or similar, clothing item.

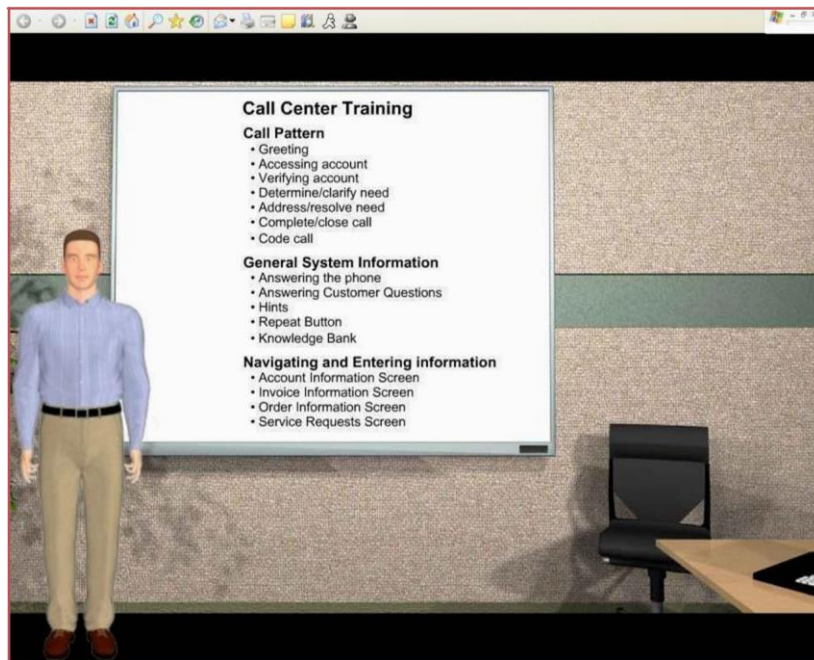


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- b) Offer them a store credit that they can use to purchase something of equal or lesser value.
- c) Explain to them that you do not have a return policy and cannot exchange the item.
- d) Tell them that you're not a manager and that it is not your job to accept returned items.

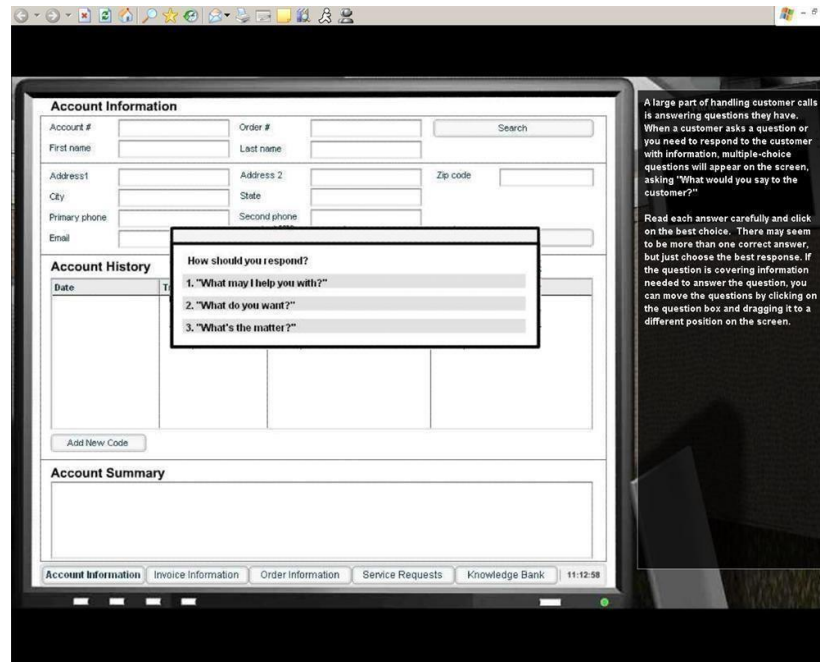
WHAT DOES THE CSR CALL CENTER SIMULATION LOOK LIKE?

The call center simulation allows you to perform as if you were working in a contact center role. 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.

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:

- Read each question carefully.
- Think about your background and experiences.
- Answer questions honestly and quickly.

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



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RETEST INTERVALS

If you do not qualify on the CSR Test, 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.

WHAT IF MY COMPUTER ISN'T ABLE TO RUN THE TEST?

When you log in to the test system it will scan your computer to verify the computer meets the technical requirements to run the test. If your computer meets the requirements you won't be interrupted as you proceed to complete the test. If your computer does not meet the requirements the system will prompt you to make appropriate adjustments to computer settings. If you are unable to make the adjustments you will need to find another computer to take the test, such as that of a family, or friend or public library.

SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the CSR Test 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 contact your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.