



TECHNICAL SALES ASSESSMENT (TSA) 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 TECHNICAL SALES ASSESSMENT (TSA)?

The TSA is an online administered assessment that takes 1½ - 2 hours to complete. The TSA is two-part assessment:

Part 1, the Data Knowledge Test, consists of 30 items and is a timed assessment that must be completed within 30 minutes. It measures knowledge and familiarity with data solutions and products in the telecommunications industry, including e-services, storage, gig e, Biz IP and DSL.

Part 2, the Hogan Assessment Series, assesses personal characteristics and motivation and matches them against a success profile developed at AT&T. Critical success characteristics include things such as: ambition, drive, conscientiousness, confidence, technical currency, friendliness and tact.

If you are testing for a position in Business Systems (BBS), you will need to take and qualify on Parts 1 and 2. If you are testing for a position in Interconnection Services, you will need to take and qualify on Part 2 only.

You will be given a USER ID, Password, and URL in order to take the tests. Once you begin the Data Knowledge Test, you will have 30 minutes to finish. If you qualify on that test, you will proceed on to take the Hogan Assessment Series, which consists of three separate tests. Each test in this Series should take approximately 20 minutes to complete.

Candidates who do not qualify on the Data Knowledge Test will receive an email informing them of their status. Candidates who qualify on the Data Knowledge Test will be allowed to proceed on to take the Hogan Assessment Series. Upon completion of the Hogan Assessment Series, your results and further instructions will be sent to you via email. Unqualified candidates will also receive a Technical Sales Potential Report, which is designed to help develop skills in the areas that were assessed.



TECHNICAL SALES ASSESSMENT (TSA) TEST GUIDE

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. The best way for you to succeed on a given test is to adequately prepare. Below is a list of books and websites that may aid you in your preparation for the Data Knowledge Test. These are reference guides only and not an exhaustive list, but they will give you some idea of the subject matter contained on the test. You do not need to become an expert on all of the topic areas to qualify on the test, but you should have a good understanding of the technologies, as well as their benefits and limitations.

Books

- Telecommunications: A Beginner's Guide, Moore, Pritsky, Riggs, Hill Associates, Inc., McGraw-Hill, 2001, ISBN: 0072193565
- Understanding Digital Subscriber Line Technology, Starr, Silverman, & Cioffi, Prentice Hall, 1998, ISBN: 0137805454
- Demystifying ATM/ADSL, Busby, Wordware Publishing, 1998, ISBN: 155622592X

Websites

- ATM, Frame Relay, Networks
www.frforum.com/basicguide/toc.html
- DSL
www.howstuffworks.com/dsl.html
www.everythingdsl.com
- These sites will help you become familiar with a lot of the common terminology in the communications world and help you get acquainted with the latest news about communications technologies and networking.
www.comnews.com
www.networkmagazine.com
www.nwfusion.com



TECHNICAL SALES ASSESSMENT (TSA) TEST GUIDE

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

- ✓ Read questions carefully.
- ✓ Think - reason out your answer.
- ✓ Answer questions you are sure of first.
- ✓ Reject immediately those answers you know are incorrect.
- ✓ Don't change your answers unless an obvious mistake has been detected.
- ✓ Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If it should happen that you do not qualify on the Data Knowledge Test, you may initially retest after six-months. Subsequent retests are at one-year intervals. If it should happen that you do not qualify on the Hogan Assessment Series, you may retest 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 TSA 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.