



# CALL CENTER VIRTUAL JOB TRYOUT (CC VJT) 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 CALL CENTER VIRTUAL JOB TRYOUT (CC VJT)?

The Call Center VJT (CC VJT) is a simulation-based assessment, which provides a realistic job preview and an opportunity to try out situations a Call Center representative regularly encounters. The CC VJT is a multi-measurement assessment that includes job simulations and questions about you. The assessment consists of four sections described below. It is recommended to block 35 minutes to complete it. There is no time limit but do work quickly and accurately.

1. The first section assesses your ability to handle various challenging situations commonly faced by Call Center representatives. In this exercise, you will have the opportunity to play the part of a Call Center representative and tell us how you would respond to a variety of scenarios. For each scenario, you will be asked to select your most likely and least likely response from the four responses provided. This section does not allow you to skip questions or review your answers to previous questions.
2. In the second section, you will listen to a series of calls between an agent and a caller. While listening to the interactions, you will also need to continuously monitor your team's customer satisfaction rating and notify the supervisor when the rating falls below 90%. You can replay the audio as many times as needed. This section does not allow you to skip questions or review your answers to previous questions.
3. The third section allows you to tell us about your background and prior work experience. Once you respond, you will automatically advance to the next question. You can only go back and review one prior question once you provide an answer.
4. The fourth section asks you to respond to a series of paired statements about your preferred work style by selecting the option that best describes you. Once you respond, you will automatically advance to the next question. You can only go back and review one prior question once you provide an answer.



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## WHAT CAN I EXPECT TO SEE ON THE ASSESSMENT?

Below are some sample questions from each assessment section:

### ASSESSMENT SECTION 1 SAMPLE QUESTION

You will:

- Read the scenario and then read the responses.
- Select one MOST and one LEAST response for the scenario.

A customer is eligible for a special promotion you are currently offering, but he expresses a lack of interest.  
*What would you be most and least likely to do or say?*

MOST	←	PICK ONE OF EACH	→	LEAST
<input type="radio"/>		Don't pressure him to switch, but give him your callback number if he has any questions. If he's interested, he'll call back.		<input type="radio"/>
<input type="radio"/>		Explain how logical it is to make the switch. He is likely to reconsider once you have clearly laid out all the facts.		<input type="radio"/>
<input type="radio"/>		Tell him that you understand his hesitation. Provide him with a brief overview of the possible benefits of a balance transfer.		<input type="radio"/>
<input type="radio"/>		Accept his decision and end the call by thanking him for calling. Don't risk upsetting the customer.		<input type="radio"/>

Exit

1 / 8 **||** Pause



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## ASSESSMENT SECTION 2 SAMPLE QUESTION

You will:

- Listen to a series of calls between an agent and a caller and verify that the information given by the customer matches the information you have on record
- Monitor your team's customer satisfaction rating

**Example:** Select "Notify Supervisor" as quickly as possible every time the team's customer satisfaction rating falls below 90%.

PLAY AUDIO

Listen to the interaction and verify the information below. Select PLAY AUDIO to hear the interaction again.

	Match	Error	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Samantha Kerwin
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3472-485-002
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1765 Holgate Avenue
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	98131

89%

Select "Notify Supervisor" every time the team's customer satisfaction rating falls below 90%.

Notify Supervisor

Exit

|| Pause < Back Next >



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## ASSESSMENT SECTION 3 SAMPLE QUESTION

You will:

- Answer about your background and past work experiences

If contacted, how would your supervisor rate your drive to become a top performer compared to others?

Extremely high

Fairly high

Above average

Average

Below average

Fairly low

Extremely low

Exit

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## ASSESSMENT SECTION 4 SAMPLE QUESTION

You will:

- Answer about your preferred work style

**Example:** First, read the statements. Decide which best reflects your work style. Select Next to continue these instructions.

I am viewed as very spontaneous

OR

I am viewed as very careful

Exit

|| Pause < Back Next >

## WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

At AT&T, our goal 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.



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## HOW WILL THIS ASSESSMENT BE ADMINISTERED?

This assessment is administered online, at a time and place that is determined by you. Please consider the following recommendations when taking this assessment.

- ✓ This assessment may be taken on a PC, Mac, Tablet, or Mobile Phone.
- ✓ Complete the assessment using a fast and reliable internet connection
- ✓ Choose an environment that has sufficient lighting and free from distractions.
- ✓ Complete the assessment in one sitting, from start to finish.
- ✓ Allow yourself more than enough time to complete the entire assessment. Although some assessment takers will finish earlier, it is recommended to block 45 minutes to complete the assessment.

## WHAT CAN I DO TO PERFORM MY BEST ON THE ASSESSMENT?

Experience on the job is not essential to perform successfully on this assessment. When taking the assessment, you should:

- ✓ Think through your answer before responding to each question.
- ✓ Think about your background and experiences.
- ✓ Immediately reject those answers you know are incorrect.
- ✓ Don't change your answers unless an obvious mistake has been detected.
- ✓ Be aware of the time and pace yourself accordingly.
- ✓ Don't over-think questions about yourself. You should go with your first reaction whenever possible.
- ✓ Answer questions about yourself accurately. Providing candid answers will ensure the best fit with the job.

## RETEST INTERVALS

If you do not qualify on the Call Center VJT, 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 retake the assessment in six-months. However, please note that assessment standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new assessment 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 assessment qualifies you for possible placement into jobs requiring this assessment. 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.**