



CUSTOMER SERVICE REP VIRTUAL JOB TRYOUT (VJT-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 them 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 REP VIRTUAL JOB TRYOUT (VJT-CSR)?

The VJT-CSR is a simulation based assessment, which provides a realistic job preview and an opportunity to tryout situations a Call Center representative regularly encounters. The VJT-CSR is a multimeasurement assessment that includes job simulations and questions about you. The VJT-CSR consists of two sections described below. It is recommended to block 1 hour and 30 minutes to complete the VJTCSR.

1. The first section assesses your ability to handle various challenging situations commonly faced by Call Center representatives. This section includes three different exercises. In the first exercise, you will have the opportunity to handle a customer call, recording information from the customer during the call. In the second exercise, you will have the opportunity to engage in basic problem solving to address issues similar to those representatives must regularly solve. In the third exercise, you will be presented with a series of customer and coworker scenarios, each with four plausible responses. For each scenario, you will be asked to select your most likely and least likely response from the four responses provided. The entire first section will not be timed, but you should finish this section in approximately 45 minutes. This section does not allow you to skip questions or review your answers to previous questions.
2. The second section allows you to tell us about your prior work experience and share your preferred style and approach to work. This section is broken into two parts. In Part 1, you will tell us about your background and experiences. For Part 2, you will be asked to respond to a series of paired statements about your preferred work style by selecting the option that best describes you. This section does not allow you to skip questions or review your answers to previous questions. This section is untimed, but most people will finish in about 20 minutes.



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WHAT CAN I EXPECT TO SEE ON THE TEST?

Below are some sample questions from each test section:

TEST SECTION 1 SAMPLE QUESTIONS

Example A

You will:

- Listen to an exchange between a Customer Service Representative and customer
- Input/edit information on-screen to ensure accuracy Monitor a call queue



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Example B

You will:

- Use the information available to answer customers' questions about their accounts
- Rely on the information provided on the various onscreen tabs including customer profile, current bill, packages, promotions, and troubleshooting to determine the best response



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Customer Service Rep Virtual Job Tryout®

Customer Profile | Current Bill | Packages | Promotions | Troubleshooting

Account Number: 4148853
Customer Name: VICTOR RIOS

Service Street: 288 NORTH RIDGEWAY DRIVE
City: FLAGSTAFF
State: ARIZONA
Zip: 86001
Service Phone: 520 459 4197
Email: RIOS419@STRATIFY.COM

Months Active Customer: 0
Total Monthly Charges: \$0
Past Due: \$0
Service Cutoff Date:
Favorite NFL Team: Arizona Cardinals
Dwelling Type: Business - Corporate
Call Reason: Activations - Activate New Customer

As a new customer, Victor is interested in the Choice Xtra promotion. He wants to know what the total cost will be over the 24 month contract. He only needs one HD receiver. Also, he plans to discontinue the premier channels after the three month free trial period to avoid additional charges. Provided the information available to you, what would be Victor's total cost?

\$1,013.54
 \$1,211.76
 \$1,450.65
 \$1,678.88

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Example C

You will:

- Address customer and coworker challenges
- Select your most likely and least likely response from the four responses provided



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Customer Service Rep Virtual Job Tryout®

Victor is nervous that the total costs may be higher than what his company has allocated. He comments that some of the competitors have been offering extremely low rates.

Assuming all options are feasible, what would you be most and least likely to do?

Inform Victor about the negative aspects of competitors' programming and services.	<input type="radio"/>
List and describe the key benefits of DIRECTV such as high quality customer service and exclusive programming.	<input checked="" type="radio"/> Most
Suggest to Victor that he conduct more research and call back after he is confident that DIRECTV offers the highest quality programming.	<input checked="" type="radio"/> Least
Ask Victor to list and describe the competitors' offers so that you can evaluate them.	<input type="radio"/>

Click Next to continue.

Intro Example Tips

Help Replay Pause Back Next Exit

TEST SECTION 2 SAMPLE QUESTIONS

Example A

Please select the option below that is most like you:

- A. I try to do things the way my manager wants.
- B. I prefer to take the approach I think is best.

Example A: Option A would be descriptive of someone who likes more direction on how to complete their work while Option B describes someone who would prefer to complete things their own way.



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Example B

Prior to working here, how much experience did you have troubleshooting equipment for customers over the phone?

- A. Less than 6 months
- B. Between 6 months and 1 year
- C. Between 1 and 3 years
- D. More than 3 years

Example B: If your previous job required troubleshooting equipment over the phone and you worked there for 2.5 years, you would select option C.

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.

HOW WILL THIS TEST BE ADMINISTERED?

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

- ✓ This test may be taken on a PC, Laptop, or Apple Computer.
- ✓ This test cannot be taken on a Tablet or Mobile Phone.
- ✓ Complete the test using a fast and reliable internet connection
- ✓ Choose a testing environment that has sufficient lighting and free from distractions.
- ✓ Complete the test in one sitting, from start to finish.
- ✓ Allow yourself more than enough time to complete the entire test. Although most test takers will finish earlier, it is recommended to block 1 hour and 30 minutes to complete the test.

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



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Experience on the job is not essential to perform successfully on this test. When taking the test 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 VJT-CSR, 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.

SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the VJT-CSR 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



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and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.