



Call Center Assessment-Chat (CCA-Chat)

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 ASSESSMENT-CHAT?

The Center Assessment-Chat (CCA-Chat) is a predictor of job behaviors such as sales potential, customer service, and multitasking. The purpose of the test is to evaluate your readiness to function in a call center job. It has specific versions for Chat, Sales, Service, Technical Support, and Collections jobs. This Test Guide describes the content of the Chat version of the test.

The CCA-Chat includes 3 test sections and takes approximately 40 minutes to complete.

WHAT CAN I EXPECT TO SEE ON THE TEST?

Below are some sample questions from each test section:

TEST SECTION 1 SAMPLE QUESTIONS

In the first section of the assessment, you will be presented with a series of paired statements like the sample question below. For each item, you should indicate which statement you agree with more by moving the orange selector left or right. If you are finding it difficult to show between the two statements, you should move the selector closer to the one you agree with slightly more.

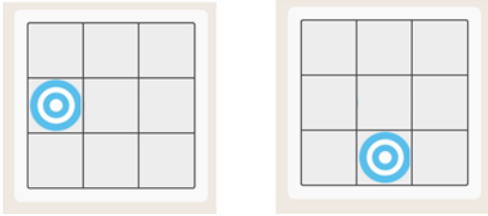
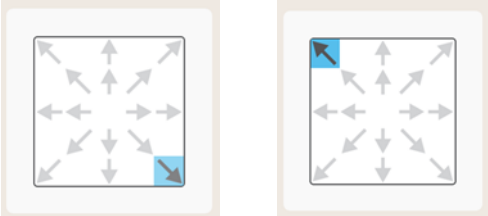
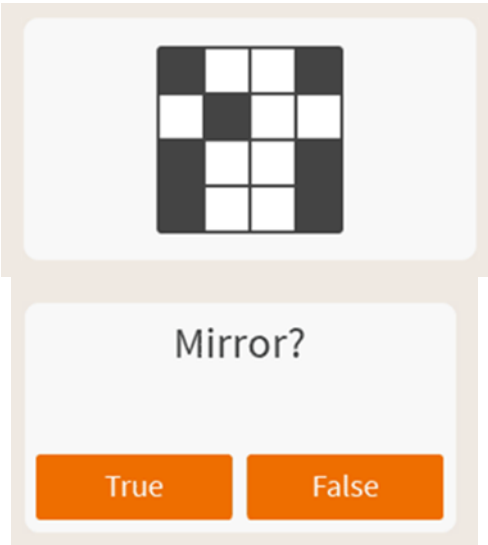
For the item above, the response indicates that the candidate slightly agrees more with the statement "I do well on group tasks" as compared to the statement "I like solving problems with no clear answer." You should answer honestly and be careful not to over-think your responses.



Call Center Assessment-Chat (CCA-Chat)

TEST SECTION 2 SAMPLE QUESTIONS

In the second section of the assessment, you will complete several “mini-games.” During each mini-game, you will be asked to complete several tasks. Examples of these tasks are presented in the table below:

<p><i>During each mini-game, you will be presented with a series of Grids with a blue icon located in one of the grid cells. Part of your job is to remember where and in what order the icon appears. Examples of these grids are provided to the right.</i></p>	<p><i>Grid Examples A:</i></p>  <p><i>Grid Example B:</i></p> 
<p><i>Following each Grid, you will be asked to view an Image and answer a question related to the Image. Examples of these Images and questions are provided to the right.</i></p>	<p><i>Mirror Image Example: Is the left side a mirror image of the right side?</i></p> 

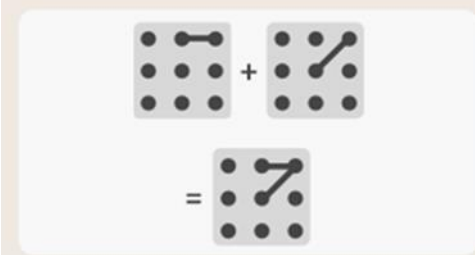


Call Center Assessment-Chat (CCA-Chat)

	<p><i>Correct Response: "False" because the left half is not the same as the right.</i></p>
	<p><i>Normal Image Example: Is the image presented normally?</i></p> <div data-bbox="727 480 1218 1234" data-label="Image"></div>
	<p><i>Correct Response: "False" because the image is sideways.</i></p>
	<p><i>Puzzle Image Example: Is the image correct?</i></p>



Call Center Assessment-Chat (CCA-Chat)

	 <p>Correct?</p> <p><input type="button" value="Correct"/> <input type="button" value="Incorrect"/></p>
<p><i>Correct Response: "Correct" because the equation is correct.</i></p>	

Each mini-game includes viewing a Grid with a blue icon followed by an Image with a question. This will continue until you have seen 2 to 5 Grids.

At the end of each mini-game, you will be asked to recall where and in what order the blue icons appeared in the Grid by clicking on the cells in a Grid. For the example Grids provided above, the correct responses would be as follows:

Grid Example A:

Where on the grid, and in what order did the icons appear?

1		
	2	

Grid Example B:

Where and in what order did the arrows appear?



Call Center Assessment-Chat (CCA-Chat)

TEST SECTION 3 SAMPLE QUESTIONS

In the third section of the assessment, there is a Keyboard Simulation that assesses typing speed and accuracy. During the simulation you will be asked to either (1) read and retype information or (2) listen to and transcribe information. The information will need to be typed into either an open text box or a form. Sample questions are provided below:

Sample A: In this example, the information presented on the left must be retyped into the text box on the right.

Paragraph Entry

Instructions: Retype the paragraph below into the textbox to the right as quickly and accurately as possible. Click submit when you are finished.

I understand that having your screen freeze can be very frustrating. I am going to look into this. While I am doing that, could you please provide me with your name and phone number?

Type here...

Submit

Sample B: In this example, the information that must be typed into the form would be presented via audio once "Play Clip" is clicked.

Instructions: When you click play, you will hear a customer provide you with information to complete the form to the right. Be ready to start typing as soon as you hear the customer start to speak. Click play when you are ready to begin and type as quickly and accurately as possible.

First Name	<input type="text"/>	Last Name	<input type="text"/>
Billing Address	<input type="text"/>	City	<input type="text"/>
State	<input type="text"/>	Zip Code	<input type="text"/>
Phone Number	<input type="text"/>	Email Address	<input type="text"/>
Device Model	<input type="text"/>	Claim Status	<input type="text"/>

Play Clip

Submit



Call Center Assessment-Chat (CCA-Chat)

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 follow the guidelines below when taking this assessment.

- ✓ Complete the assessment using:
 - a. A smartphone, tablet, laptop, or desktop
 - b. A high-speed Internet connection
 - c. The newest version of Internet Explorer, Chrome or Firefox browser
 - The assessment is not currently compatible with Safari
 - d. Computer screen resolution of 1366x768 or higher
- ✓ Choose a testing environment that has sufficient lighting and is free from distractions.

You will be invited to take the test via email. If you have further questions about the test administration, please contact: attjobssupport@att.com.

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:

- ✓ Think about your background and experiences
- ✓ Read the questions carefully
- ✓ Think through your answer before responding to each question

We strongly recommend that you pick a location that is quiet and free from distractions so that you can concentrate on the test and complete the test in one sitting, from start to finish. It is important that you answer the test questions accurately. Providing candid answers will ensure the best fit with the job.

RETEST INTERVALS

If you do not qualify on the CCA-Chat, 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



Call Center Assessment-Chat (CCA-Chat)

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 CCA-Chat 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.