CUSTOMER SERVICE REPRESENTATIVE MINICOURSE (CSR-MC) 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 MINICOURSE (CSR-MC)?

The purpose of the CSR-MC is to identify those individuals who will most likely perform satisfactorily in the formal training courses and on the job after completion of the formal training.

The minicourse consists of four lessons, and is a test about maintenance testing systems. The minicourse gives you the opportunity to learn some of the things that are necessary to work with these systems. The complete training for these jobs usually requires extensive formal classroom training. However, you will only cover a small part of the total learning material that is required to perform the job.

WHAT CAN I EXPECT TO SEE ON THE TEST?

Brief descriptions of the four lessons are provided below.

BASIC TELEPHONE SYSTEM COMPONENTS
This lesson is designed to teach you the three divisions of the telephone circuit. The components of the three divisions are introduced and described with an emphasis on their interrelationships.

INTRODUCTION TO THE MAINTENANCE SYSTEM
The purpose of this lesson is to teach you the fundamentals of the maintenance system. The maintenance system handles problems that customers have with their telephone service.

TROUBLE CONDITIONS AND SERVICE PROBLEMS
This lesson is designed to teach you some basic principles of electricity as they relate to telephone systems. You will be introduced to four common trouble conditions that arise in telephone circuits as well as some of the service problems that result from these faults.

PROCESSING TROUBLE REPORTS
The purpose of this lesson is to teach you the procedure involved in processing trouble reports. The exercise is designed to simulate this important aspect of the job. You will be presented with a series of simplified reports listing information about a telephone circuit and a service problem affecting that circuit. Your task in this lesson is to use this information in following a decision guide to determine the appropriate corrective action for clearing the circuit trouble.

Each of the four lessons making up the CSR-MC has a workbook containing study materials. There is a test on Lessons 1, 2, and 3 at the end of Lesson 3 and another on Lesson 4 at the end of that lesson. The workbook for each lesson provides you with a lesson objective, study material, and review questions.

You will be allotted a specific amount of time to study the lessons and to take the tests. The amount of time will vary by lesson and test. The total course takes approximately 3 hours.

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. All information necessary to complete the CSR-MC is provided. There are no specific materials you should study in order to prepare yourself. However, you may want to do some "mental preparation" for the test by practicing reading information and trying to remember details about it, as this is what you will be required do to during the minicourse.

To do this, choose a newspaper article, something you would normally skip over. Then read it as you usually would. Now read it again, this time read it more slowly, keeping in mind five words:

WHO, WHAT, WHEN, WHERE, WHY

When you are done reading the article, set it aside and try to answer these questions:

WHO was the story about?
WHAT information did the story contain?
WHEN did the story happen?
WHERE did it take place?
WHY was the story newsworthy?

If you are able to answer these questions without referring back to the article, then you have comprehended it. Comprehension, while reading at a good pace will be important when you are taking the minicourse. Keep practicing this skill using other materials until you feel comfortable.

HOW WILL THIS TEST BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your testing session. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. You may want to bring a jacket or a sweater in case the temperature in the testing location is not to your liking. Feel free to ask questions before the test begins, and be sure you understand the format of the CSR-MC.

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

Understanding the study materials is essential to correctly answering the test questions. The information will contain rules and examples which focus on the intent of the study material. Never skip over the rules or the examples (graphs, charts, illustrations, etc.). They are used to emphasize or clarify important points.

Each lesson will contain review questions with the correct answers listed on the next page. These questions have been specifically designed to give you an opportunity to see how well you have been able to read and remember up to that point in the lesson and give you a preview of the content of the questions that will appear on the final test.

Review questions often require you to write in the answer. There is a reason for this - studies have shown that people increase their ability to remember when they write things down. For example, if you see a review question that says "Widgets have ____ sides", and you write in the word "six", chances are you will be able to recall that if it appears on the final test. Don't cheat yourself by looking at the answers. If you <u>do</u> look at the answers, you won't know whether or not you really understand the question until you are actually taking the test.

<u>ADDITIONAL TIPS</u>
- ✓ Read questions carefully.
- ✓ <u>Think</u> - 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 you do not qualify on the CSR-MC, 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 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 CSR-MC 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.