



CALL CENTER AUDITION (CC AUDITION) TEST INFORMATION PAMPHLET

WHY DO AT&T AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills, abilities, and personal characteristics to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills, abilities, and personal characteristics and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE CALL CENTER AUDITION TEST?

The Call Center Audition (CC Audition) test is a predictor of a variety of job behaviors, such as customer service skill and the ability to use a computer. The test consists of a computerized job simulation. The test is timed.

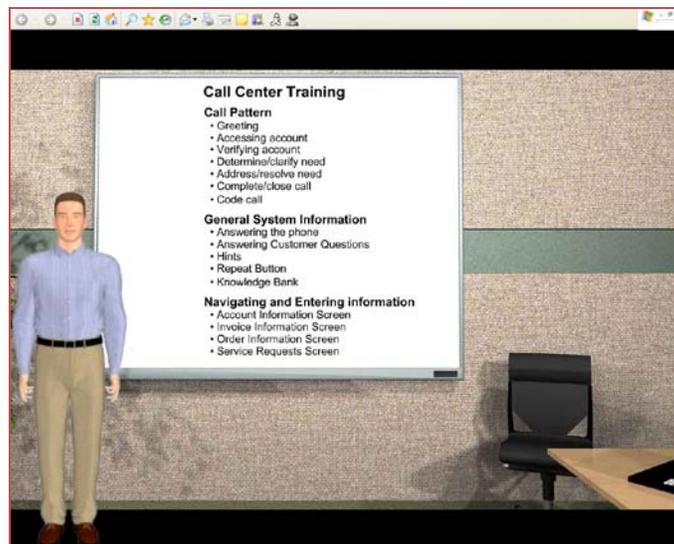
WHAT CAN I DO TO PREPARE FOR THE TEST?

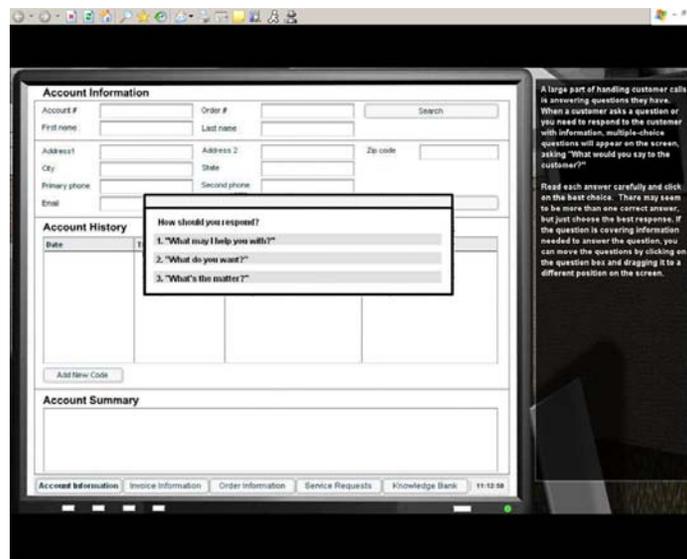
There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and demonstrating your suitability for the job.

When you are scheduled for the CC Audition Test, you will be given a specific time to report to the test location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the assessment begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc.

WHAT DOES THE CC AUDITION TEST LOOK LIKE?

The following two images are screen shots from the instructions to the test. They are what you will see during the introduction of the test and should give you an idea of what the assessment looks like.





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 or taking each action.

It is important that you answer the test questions accurately. Providing candid answers will ensure the best fit with the job.

RETEST INTERVALS

If it should happen that you do not qualify on the CC Audition test, you may retest in six-months. 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

Successful completion of the CC Audition qualifies you for possible placement into jobs requiring the 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.

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 to perform on an equal basis on tests that are required to do the job. 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.