



# **Description of Test (DOT)**

## **CALL CENTER INBOUND/OUTBOUND**

### **Description of Test Guide**

This **DOT** Guide is designed to help you prepare for the Call Center Inbound/Outbound assessment. The information is being made available to you now so that you can review the material at a more leisurely pace. There is also specific information about the factors that are evaluated on the test and what you can do to prepare for it.

### **WHAT IS MEASURED BY THE CALL CENTER INBOUND/OUTBOUND ASSESSMENT**

The Call Center Inbound/Outbound assessment consists of several sections: Working with Information, Achievement, Composure, Sales Potential/Persistence, Sales Focus, Customer Focus, Professional Potential, and Contact Center Virtual Scenario (some assessments).

#### **Call Center Inbound/Outbound:**

Working with Information	Measures the ability to use numerical and analytical reasoning to gather information and solve real-world problems. This section is timed and you are not expected to complete all the questions in the time allotted.
Achievement	Measures the tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles.
Composure	Measures the tendency of one's ability to think clearly and objectively during times of stress or intense pressure.
Sales Potential/Persistence	Measures the tendency to be influential, confident, and persistent when working towards sales goals..
Sales Focus	Measures tendency to suggest or show alternative solutions based on customer needs.
Professional Potential	Measures the tendency to have potential for professional success across industry type and functional area through questions regarding academic and social background, and aspirations concerning work.
Call Center Virtual Scenario (Some assessments)	Measures skills such as data entry, problem solving, and service orientation to determine potential to be successful in a Call Center role.

## Call Center Inbound/Outbound

### Frequently Asked Questions (FAQs)

How is the assessment administered?	On a personal computer, which utilizes a standard computer keyboard, mouse and internet web browser.
How are the questions formatted?	You will see a variety of question types, including multiple choice and true/false.
How much time is allowed to take the entire assessment?	Though most candidates finish it more quickly, you may wish to set aside up to <u>one hour</u> to complete the assessment.
What should I bring to the assessment and can I use a calculator?	You will not need any materials or equipment aside from a computer.
How is my score determined?	Scores are computed for each of the assessment sections and then combined to create an overall score.
Am I penalized for guessing an answer?	No.
Will I receive feedback on my score?	No.
What happens if I don't achieve a Passing score?	You may attempt the assessment again after six months.
What if I need an accommodation to take the test?	CenturyLink provides accommodations in testing conditions to qualified applicants with disabilities during the administration of pre-employment screens, to the extent such accommodations are reasonable, consistent with the nature and purpose of the examination, and necessitated by the applicant's disability. CenturyLink's objective is to provide effective and necessary accommodations to qualified applicants as defined under the Americans with Disabilities Act, without substantially altering the nature of the screening process. Each applicant's request for test accommodations is evaluated on a case-by-case basis. If you think you need a test accommodation, please contact Meredith Ramsey, <a href="mailto:meredith.ryanramsey@centurylink.com">meredith.ryanramsey@centurylink.com</a> .

### Resources for preparing for the Call Center Inbound/Outbound Assessment

No practice or preparation is necessary. You will respond to statements about your work-related preferences, tendencies, and experience.

**PLEASE NOTE:** The purpose of this guide is to provide information which will assist all candidates in their performance during the Call Center Inbound/Outbound Assessment. Your performance is determined by many things such as your education, experiences and skills.