



## **Description of Test (DOT)**

# **SERVICE ASSURANCE WORK AT HOME (WAH)**

## **Description of Test Guide**

This **DOT** Guide is designed to help you prepare for the Service Assurance WAH 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 SERVICE ASSURANCE WAH ASSESSMENT**

The Service Assurance WAH assessment consists of several sections: Contact Center Virtual Scenario, Professional Potential, Customer Focus, Conscientiousness, Achievement, Composure, Reliability, and Remote Work Potential.

#### **SERVICE ASSURANCE WAH:**

Contact Center Virtual Scenario	Measures skills such as data entry, problem solving, and service orientation to determine potential to be successful in a role.
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.
Customer Focus	Measures tendency to show persistent enthusiasm when interacting with customers.
Conscientiousness	Measures tendency to be aware of and follow company policies and procedures such as working in an organized manner, returning from meals and breaks on time, and working when coworkers are not working.
Achievement	Measures tendency to set and accomplish challenging goals, while persisting in the face of significant obstacles.
Composure	Measures tendency of one's ability to think clearly and objectively during times of stress or intense pressure.
Reliability	Measures tendency of a person's responsibility for his/her own actions and a commitment to performing assigned tasks.
Remote Work Potential	Measures the likelihood of effectively performing a contact center role in a remote working environment.

#### **Frequently Asked Questions (FAQs)**

## ***Service Assurance WAH***

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 Service Assurance WAH 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 Service Assurance WAH Assessment. Your performance is determined by many things such as your education, experiences and skills.