



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

# **CALL CENTER RETENTION**

## Description of Test (DOT)

This **DOT** is designed to help you prepare for the Call Center Retention 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 assessment and what you can do to prepare for it.

## What the Call Center Retention Assessment Measures

Dimension	Definition
Working with Information	Measures the ability to use numerical and analytical reasoning to gather information and solve real-world problems. <b>*This section is timed and you are not expected to complete all the questions in the time allotted.*</b>
Customer Focus	Measures tendency to show persistent enthusiasm when interacting with customers.
Sales Potential/Persistence	Measures the tendency to be influential, confident, and persistent when working towards sales goals.
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.
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	Measures, skills such as data entry, problem solving, and service orientation to determine potential to be successful in a Call Center role.
Job Compatibility	Measures a candidate's background, experiences, attitudes, judgments, and opinions that are associated with increased job compatibility and tenure.

## Frequently Asked Questions (FAQs)

Question	Response
How is the assessment administered?	On a personal computer, which utilizes a standard computer keyboard, mouse and internet web browser. <b>Please do <u>NOT</u> take this assessment on your mobile phone or another electronic device.</b>
How are the questions formatted?	You will see a variety of question types, including multiple choice and true/false.
How much time is needed to take the entire assessment?	Please set aside <b><u>at least 55 minutes</u></b> to complete the assessment. Please ensure that you are in a <b>distraction-free environment</b> and that the assessment is your sole focus. Please take this assessment <b>seriously</b> as it will be used as part of the selection decision-making process. Lastly, you will have five (5) days (i.e., 120 hours) from the time that the assessment link is provided to you to complete the assessment, or you will be considered to have withdrawn from the selection process.

## Call Center Retention

Question	Response
What do I need to take the assessment?	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. Upon receipt of your assessment scores, you will receive an automated communication from our Applicant Tracking System (ATS) indicating your qualification status.
What happens if I don't achieve a Passing score?	You may attempt the assessment again after six months.
Who may I contact if I experience any technical difficulties when taking the assessment?	Prior to taking the assessment, please consult the following website to ensure that the PC you are using is configured properly: <a href="http://service.shl.com/s2p-candidates/">http://service.shl.com/s2p-candidates/</a> . You can also reach SHL Technical Support for assistance with your online assessment at 1-800-899-7451 (option 1).
Who may I contact if I no longer have access to the assessment link?	Please send an email to <a href="mailto:hr.testing@centurylink.com">hr.testing@centurylink.com</a> with the Requisition number (e.g., 10401BR) and the needed assessment link.
What if I need an accommodation to take the assessment?	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 send an email to <a href="mailto:hr.testing@centurylink.com">hr.testing@centurylink.com</a> .

**Resources for preparing for the Call Center Retention 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 Retention Assessment. Your performance is determined by many things such as your education, experiences and skills.