Description of Test
(DOT)

SERVICE ASSURANCE

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This **DOT** is designed to help you prepare for the Service Assurance 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 Service Assurance Assessment Measures

Dimension	Definition
Contact 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.
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.

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. Please do **NOT** take this assessment on your mobile phone or another electronic device.
How are the questions formatted?	You will see a variety of question types such as true/false and multiple choice.
How much time is required to take the entire assessment?	Please set aside **at least one hour** to complete the assessment. Please ensure that you are in a **distraction-free environment** and that the assessment is your sole focus. Please take this assessment **seriously** 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from the time that the assessment link is provided to you to complete the assessment, or you will be considered to have withdrawn from the selection process.
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

Question	Response
	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: **http://service.shl.com/s2p-candidates/**. 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 hr.testing@centurylink.com 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 hr.testing@centurylink.com.

Resources for preparing for the Service Assurance 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 Assessment. Your performance is determined by many things such as your education, experiences and skills.