



Description of Test (DOT)

CENTER CUSTOMER SERVICE SPECIALIST (CSS) SIMULATION

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This **DOT** is designed to help you prepare for the Center Customer Service Specialist (CSS) Simulation. The information is being made available to you now so that you can review it at your own pace.

Overview of the Simulation

You will be participating in two simulations conducted over the telephone. Each one is designed to take **approximately 10 minutes**. The procedures for both simulations are identical. The only difference between the two is the situation to which you will be asked to respond.

During the simulations, you will be interacting over the phone with an individual who will be playing the role of a customer (internal or external). Prior to each simulation, you will be given five (5) minutes to review information regarding the situation you will be addressing. This information will be provided by either a Test Administrator at your location or via an online assessment application. You will then receive a call from the individual playing the role of the customer. In both simulations, you will be playing the role of the Center CSS and need to address the customer's needs. During both simulations, two panel members will be listening to the interaction between you and customer, but they will not be interacting with you.

The objective of these simulations is to provide you with an opportunity to demonstrate how you would handle difficult situations on the job. You will be evaluated on the dimensions provided below.

What the Center CSS Simulation Measures

Dimension	Definition
Negotiation/Persuasion	Measures the competencies involved in utilizing appropriate interpersonal styles and methods of communication to gain agreement or acceptance of an idea, plan, activity, or product from clients / peers / subordinates / superiors, including engaging in a give-and-take interaction to find a mutually acceptable solution.
Customer Service Orientation	Measures the competencies involved in listening, recognizing, and showing consideration for the customer's problems, feelings and point of view. Making an extra effort to help the customer and to understand the customer's needs and requests and responding quickly, accurately, and pleasantly. Giving high priority to customer (both internal and external) satisfaction by taking action to meet or exceed customer's expectations.
Problem-Solving/Decision-Making	Measures the competencies involved in identifying problems, performing fact-finding, and making decisions based on logical assumptions, examination of alternatives and consideration of available resources.
Oral Communication	Measures the competencies involved in effectively giving and receiving information (including active listening) in individual or group situations. Verbally conveys information in an organized, clear, and effective manner.

Frequently Asked Questions (FAQs)

Question	Response
What may I do to prepare for the simulation?	You will be working with limited information for both simulations. Do your best using the information you have. Please note that there is not any one “right” way to handle these situations. There are many ways to approach a situation - some are more effective than others. You will be evaluated on how effective your method is in addressing the situation. It might be helpful for you to find a partner with whom to role-play. Ask your partner to play the role of a customer who is not agreeing with you or is overly demanding. Practice your skills in working with this customer and addressing his/her needs.
How is the simulation administered?	The simulation will either be administered on-site with the assistance of a Test Administrator (TA) or via an online assessment application. You will be informed if you will need to have access to a computer and telephone in a distraction-free environment. You will be presented with two scenarios and given five minutes to prepare for each scenario.
How much time is allowed for the simulation?	You will have five (5) minutes to prepare for each simulation, and each simulation should last approximately 10 minutes. Please take the simulations seriously as this information will be used as part of the selection decision-making process.
How is my score determined?	Your simulations will be evaluated and scored on the criteria above by a three-member panel.
Will I receive feedback on my score?	No. Once the three-member panel has evaluated your written responses, you will receive a communication from our Applicant Tracking System (ATS) indicating your qualification status. Your simulation results will remain on file for six months.
What happens if I don’t achieve a Passing score?	You may attempt the simulation again after six months.
What if I need an accommodation to take the simulation?	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 the HR Testing Inbox: hr.testing@centurylink.com .

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