



# Description of Test (DOT)

## CONTACT CENTER SIMULATION

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This **DOT** is designed to help you prepare for the Contact Center Simulation used by CenturyLink for various contact center roles. The Contact Center Simulation is a highly validated test that predicts your performance and speed with which competency development occurs for you. It is comprised of 10 personal attributes that contribute to the success of managers. The information is being made available to you now so that you can review the material at a more leisurely pace.

### What the Contact Center Simulation Measures

The Contact Center Simulation measures whether an individual possesses the competencies and personal attributes to succeed as a Contact Center Agent.

This section contains descriptions of all 10 competencies measured by the Contact Center Simulation.

1. **Adaptability-** Maintaining effectiveness when experiencing major changes in work responsibilities or environment (e.g., people, processes, structure, or culture); adjusting effectively to change by exploring the benefits, trying new approaches, and collaborating with others to make the change successful.
2. **Applied Learning-** Assimilating and applying new job-related information in a timely manner.
3. **Building Customer Loyalty-** Meeting and exceeding internal or external customer expectations while cultivating relationships that secure commitment and trust.
4. **Collaborating-** Working cooperatively with others to help a team or work group achieve its goals.
5. **Communication-** Conveying information and ideas clearly and concisely to individuals or groups in an engaging manner that helps them understand and retain the message; listening actively to others.
6. **Decision Making-** Identifying and understanding problems and opportunities by gathering, analyzing, and interpreting quantitative and qualitative information; choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions; taking action that is consistent with available facts and constraints and optimizes probable consequences.
7. **Managing Work-** Effectively managing one's time and resources to ensure that work is completed efficiently.
8. **Multi-Tasking-** The ability to perform more than one task, or activity, over a short period of time.
9. **Quality Orientation-** Accomplishing tasks by considering all areas involved, no matter how detailed; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
10. **Technical/Professional Knowledge and Skills-** Having achieved a satisfactory level of technical, functional, and/or professional skill or knowledge in position-related areas; keeping up with current developments and trends in areas of expertise; leveraging expert knowledge to accomplish results.

# Contact Center Simulation

## Frequently Asked Questions (FAQs)

Question	Response
How is the assessment administered?	On a personal computer (laptop or desktop) which utilizes an internet connection and internet web browser.
How are the questions formatted?	The Contact Center Simulation's questions are virtually interactive situations where you are asked to access/input information, select responses to virtual customers, and navigate a virtual environment.
How much time is required to take the entire assessment?	Please set aside <b>at most 60 minutes</b> 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 may use a calculator and scratch paper as appropriate.
How is my score determined?	Scores are computed for each of the assessment dimension and then combined to determine an overall Job Match Percentage based on various performance models.
Am I penalized for guessing an	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 that we have your assessment results on file.
Will I be able to retake this assessment?	You may attempt the assessment again after 6 months.
Who may I contact if I experience any technical difficulties when taking the assessment?	If you need assistance, please contact FurstPerson Technical Support at <a href="mailto:support@furstperson.com">support@furstperson.com</a>
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> .

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