



## Description of Test (DOT)

# AON OPERATOR SERVICES ASSESSMENT (OSA)

## Description of Test Guide

This **DOT** Guide is designed to help you prepare for the AON Operator Services Assessment (OSA) used by Qwest. The information is being made available to you now so that you can review the material at a more leisurely pace.

The AON OSA consists of one or more subtests, depending on which test battery is specified:

<b>Test Battery</b>	<b>Subtests included</b>	<b>Total Test Time</b>
Operator Services Assessment (OSA)	Applicant Profile DirectEvaluator	Approximately 1 hour

There is no formal preparation required for the AON tests. Descriptions of the Subtests are below:

### **Applicant Profile-Customer Contact**

This test is designed to allow you to answer different types of questions about your work experiences, how you would interpret typical policies and procedures to solve problems, and how you would handle certain work situations. During the Applicant Profile, you will be asked to respond to the questions on the computer screen. You will see instruction screens and a sample question prior to taking the actual test.

### **DirectEvaluator**

This test is a Directory Assistance call center simulation. You will act as a directory assistance operator and respond to phone calls from customers. You will go through a series of instruction screens and two practice simulations to become comfortable with the test prior to starting the actual test.

To complete the OSA you must be able to:

1. Remain seated for approximately 1 hour
2. Read instructions on a computer screen
3. Use a computer mouse to select responses
4. Listen to computerized speech via headphones

## ACCOMMODATION REQUESTS

Qwest 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. Qwest'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. A test accommodation request and supporting documentation must be submitted in order to determine whether an accommodation may be provided. After you apply for a job, staffing office personnel will contact you to arrange for any required pre-employment screens. At that time you must inform the staffing office that you will require a test accommodation. You will then be informed of the information and documentation that is required to process your request.

***YOUR SCORE WILL BE DETERMINED BY THE RESPONSES THAT YOU PROVIDE ACROSS ALL SECTIONS.***

***RETEST INTERVAL: THE RETEST INTERVAL FOR CANDIDATES WHO DO NOT QUALIFY ON ANY AON TEST BATTERY IS SIX MONTHS.***