
Verizon Test for Customer Service – Preview

Prerequisite Skills and Abilities for Taking This Test

This test is computer administered under strict timed conditions. It may require the following: Sitting for more than 30 minutes, performing physical actions involved in reading information on a computer screen and using a computer mouse and/or keyboard (e.g., moving arms, wrists, hands, fingers, neck and head), and seeing and comprehending written material (e.g., numbers, words, graphics, phrases, directions for completing the test) on a computer screen.

If you need any test accommodations consistent with the Americans with Disabilities Act (ADA), please contact Verizon's test accommodations group via e-mail at: verizon.assessments@verizon.com prior to the administration of this test.

Test Preview

The purpose of this Test Preview is to provide candidates with an overview of what to expect during the testing process. This is important as it helps candidates have an opportunity to do their best.

What is the Verizon Test for Customer Service?

The Verizon Test for Customer Service is an interactive web-based assessment which is used to assess candidates for positions in customer service environments. This is a computer administered test designed to measure the following:

- Customer Focus
- Multi-Tasking
- Ownership
- Positive Attitude
- Problem Solving
- Processing Speed
- Quality Focus
- Risk/Reliability

Why use the Verizon Test for Customer Service?

The Verizon Test for Customer Service allows Verizon to systematically evaluate each candidate based on the same set of requirements. This “common yardstick” provides a fair and systematic way of evaluating all candidates for a given position.

The use of validated, job-related employment tests is one way Verizon ensures that all individuals are selected based on the requirements of the job and not based on unrelated factors such as race, color, age, religion, gender, national origin, veteran status, or disability. All employees are selected based on how well they meet the requirements of the job.

What is the test procedure?

The test is computer-administered. You will answer personal belief items, respond to call center scenarios, make comparisons, complete multi-tasking activities, and complete typing exercises. Each section is timed, and most candidates complete the test between 60-90 minutes.



How to prepare for the Verizon Test for Customer Service

No formal preparation is needed.

Doing your best on Verizon tests

- 1. Feeling Well** - Candidates who are not feeling well before the test begins, or candidates who have a reason to believe that they will not be able to do their best on the test, are responsible for notifying their Human Resources Representative to reschedule a new test date. Once a test starts it must be scored, and the standard re-test period must expire before the test can be retaken. (Retest interval: 6 months for the first score of “Not Qualified”, 12 months for the second).
- 2. Be Rested and Ready** - Candidates should get a good night’s sleep before the test, which will help individuals stay alert during the test.
- 3. Understand the Test Instructions** – Read the instructions in full and make sure you understand them before beginning the test.