
April 2003

BELLSOUTH

**TECHNICAL SALES ASSESSMENT
(TSA)**

STUDY GUIDE

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AN EQUAL OPPORTUNITY EMPLOYER

BellSouth will consider requests for testing accommodations from individuals covered by the Americans with Disabilities Act. Documentation of the need for the accommodation may be required.

TECHNICAL SALES ASSESSMENT (TSA)

Description

The TSA is an online administered assessment that takes 1 ½-2 hours to complete.

The TSA is a two-part assessment:

- Part 1, the Data Knowledge Test, consists of 30 items and is a timed assessment that must be completed within 30 minutes. It measures knowledge and familiarity with data solutions and products in the telecommunications industry, including e-services, storage, gig e, Biz IP and DSL.
- Part 2, the Hogan Assessment Series, assesses personal characteristics and motivation and matches them against a success profile developed at BellSouth. Critical success characteristics include things such as: ambition, drive, conscientiousness, confidence, technical currency, friendliness and tact.

If you are testing for a position in BellSouth Business Systems (BBS), you will need to take and qualify on Parts 1 and 2.

If you are testing for a position in Interconnection Services, you will need to take and qualify on Part 2 only.

Taking the Test

You will be given a USER ID, Password, and URL in order to take the tests. Once you begin the Data Knowledge Test, you will have 30 minutes to finish. If you qualify on that test, you will proceed on to take the Hogan Assessment Series, which consists of three separate tests. Each test in this Series should take approximately 20 minutes to complete.

Feedback and Retesting

Candidates who qualify on the Data Knowledge Test will be allowed to proceed on to take the Hogan Assessment Series. Data Knowledge Test scores are good for five years, unless test standards change. Candidates who do not qualify on the Data Knowledge Test will receive an email informing them of their status. If you do not qualify on the Data Knowledge Test, you are eligible to be retested in six months, if this is the first time you have taken this test, or in twelve months if you have previously taken the test.

Upon completion of the Hogan Assessment Series, your results and further instructions will be sent to you via email. Hogan Assessment Series test scores are good for five years, unless test standards change. If you do not qualify on the Hogan Assessment Series, you are eligible to be retested in twelve months. Unqualified candidates will also receive a Technical Sales Potential Report, which is designed to help develop skills in the areas that were assessed.

Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards, should they be introduced prior to your placement in the job.

Materials to Help You Prepare for the Data Knowledge Test

Below is a list of books and websites that may aid you in your preparation for the Data Knowledge Test. These are reference guides only and not an exhaustive list, but they will give you some idea of the subject matter contained on the test. You do not need to become an expert on all of the topic areas to qualify on the test, but you should have a good understanding of the technologies, as well as their benefits and limitations.

Books

Telecommunications: A Beginner's Guide, Moore, Pritsky, Riggs, Hill Associates, Inc., McGraw-Hill, 2001, ISBN: 0072193565

Understanding Digital Subscriber Line Technology, Starr, Silverman, & Cioffi, Prentice Hall, 1998, ISBN: 0137805454

Demystifying ATM/ADSL, Busby, Wordware Publishing, 1998, ISBN: 155622592X

Web Sites

ATM, Frame Relay, Networks

www.rad.com/networks/1999/atm/home.htm

www.frforum.com/basicguide/toc.html

www.rad.com/networks/1997/nettut/mainmenu.html

DSL

www.howstuffworks.com/dsl.html

http://whatis.techtarget.com/definition/0,289893,sid9_gci213915,00.html

www.everythingsdsl.com

www.dslforum.org/about_dsl.htm

www.dslprime.com/Technology/technology.html

www.dslprime.com/Technology/Jargon/jargon.html

These sites will help you become familiar with a lot of the common terminology in the communications world and help you get acquainted with the latest news about communication technologies and networking.

www.comnews.com

www.networkmagazine.com

www.nwfusion.com

www.teledotcom.com

www.bellsouth.net