

INFORMATION GUIDE EEI CUSTOMER SERVICE REPRESENTATIVE TEST

TEST #5306

INTRODUCTION

The **5303 EEI Customer Service Representative Test** is composed of 3 modules, designed and validated to aid in the selection of candidates for customer service specialist positions. The test involves using a computer, following directions, and performing work similar to that done by customer service positions.

Test Session

It is important that you follow the directions of the Test Administrator exactly. If you have any questions about the testing session, be sure to ask the Test Administrator before the testing begins. During testing, you may **NOT** leave the room, talk, smoke, eat, or drink. Since some tests take several hours, you should consider these factors before the test begins.

All cellular/mobile phones, pagers or other electronic equipment will NOT be allowed in the testing area.

The test will take approximately 2.5 hours. No study aids are allowed on the test.

Information Guide Feedback

At the end of this Guide you have been provided with an Information Guide Feedback page. If a procedure or policy has changed, making any part of this Guide incorrect, your feedback would be appreciated so that corrections can be made.

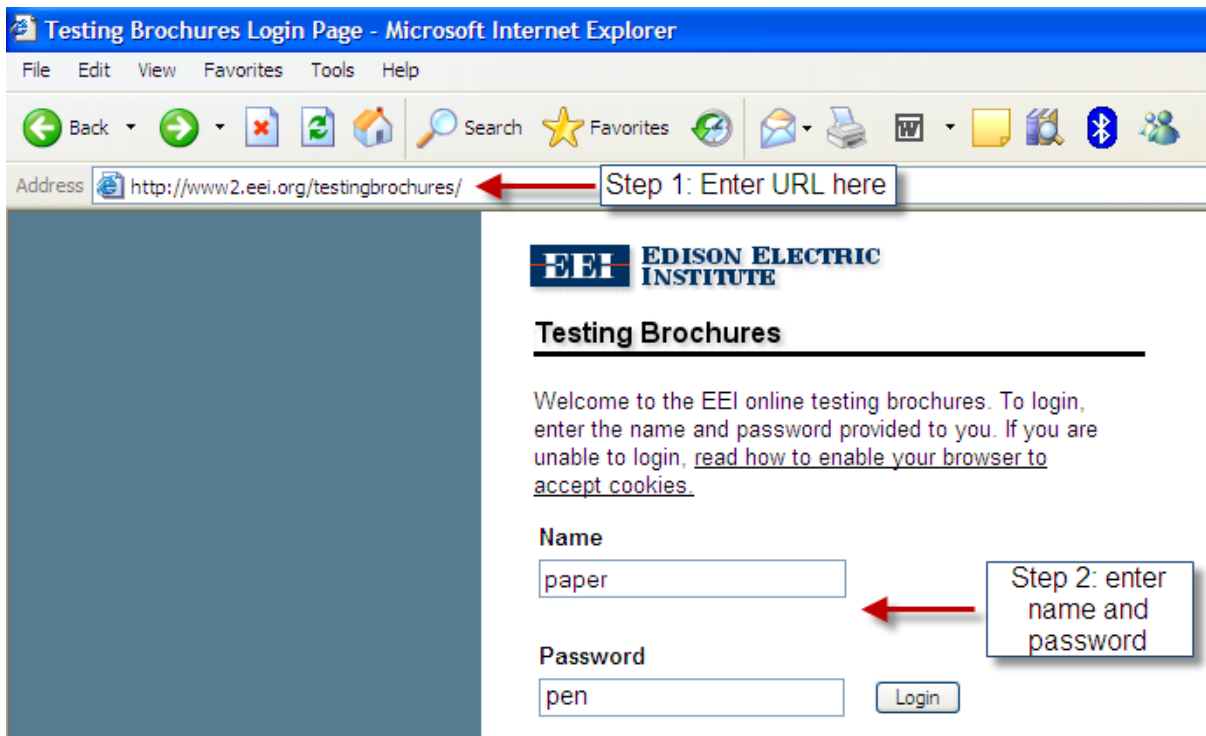
CSR STUDY MATERIALS STEP-BY-STEP INSTRUCTIONS

To help you prepare for this test, Edison Electric Institute, the test developer, has prepared an informational brochure. We recommend that you read through the brochure. The materials are online and are accessible from any computer with internet access. From the websites you may read or print the materials. ***NOTE:** *Pop-up blockers may not allow the website to run correctly. If you use Pop-up blockers, it is recommended that they be turned off prior to accessing the site.*

From any computer with internet access, type <http://www.eei.org/testingbrochures> to access the test brochure. Type the above address exactly as written. Both sites require the same username and password, assigned to Southern California Edison. To log in to the sites, enter the following information (case sensitive).

Name: paper

Password: pen



Testing Brochures Login Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address <http://www2.eei.org/testingbrochures/> Step 1: Enter URL here

EEI EDISON ELECTRIC INSTITUTE

Testing Brochures

Welcome to the EEI online testing brochures. To login, enter the name and password provided to you. If you are unable to login, [read how to enable your browser to accept cookies.](#)

Name

 Step 2: enter name and password

Password

 Login

Click on “Customer Service Representative” (found on the left-hand side of the webpage). From there you will be able to access the test brochure. You may print the documents if you wish.

EXAMPLE



Brochures

INTRODUCTION

[Industry Testing Implementation Program](#)

CADI

[Career Assessment](#)

CAST

[Construction and Skilled Trades](#)

CSR

[Customer Service Representative](#)

MASS

[Power Plant Maintenance](#)

MRAB

[Meter Reader Aptitude Battery](#)

POSS

[Plant Operator](#)

SASS

[Support and Administrative \(Computer\)](#)

SASS

[Support and Administrative \(Paper\)](#)

SO/PD II

[System Operator/Power Dispatching II](#)

TECH

[Technician Occupations](#)

TEST-TAKING TIPS

Industry Testing Implementation Program (ITIP)

The EEI cooperative test validation studies are unprecedented in private industry in their size and scope member company premises by member company personnel.

ITIP was created to protect the ongoing use of the validated tests, ensuring consistency, uniformity, security,

1. An intensive training and certification program for testing personnel of each member company using E
2. Development of a model testing policy for company use. This policy requires adoption of the EEI S requires: compliance with Federal and state regulations on employee testing, security of testing mater

EEI facilitates continuing quality assurance with professional and legal assistance, a research center, oversight

Every effort has been taken to ensure that each test meets all Federal legal requirements related to emp protected classes.

Copyright Statement

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TROUBLESHOOTING GUIDE TO FREQUENTLY EXPERIENCED PROBLEMS

Pop-up blockers may interfere with your ability to access the study materials and practice tests. If you have pop-up blocker software installed, you may need to temporarily disable it. Contact your Internet Service Provider (America Online – AOL, Earthlink, MSN, Verizon Online, etc.).

Anti-virus software (Norton Antivirus, Symantec, etc.) may interfere with your ability to access the materials. If you are experiencing problems, you may want to consider temporarily adjusting the settings on your anti-virus software.

If you experience an error message, such as “Internal Server Error,” simply close your browser window, wait a few minutes, and try again.

If you are still having problems, please call EEI at the help number listed on the website.